
The Hitchhiker's Guide to Dixite Services

Rudy DEMO ♦ 30-4-2006 ♦ 19 Pages

Dixite
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Preface

About Dixite

[Dixite](#) was founded in 1999 by three seasoned IT consultants: Rudy Demo, Arnauld Van Muyswinkel and Javad Heshmati. Dixite provides a rich set of IT *services* and innovative *open source solutions*.

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Document Scope and Structure

The scope of this document is to describe Dixite services.

Chapter *Approach and Methodology* (§1) describes our methodology, approaches and base architecture applied to our services.

Chapter *Services* (§2) lists and describes Dixite services.

Document Conventions

When you read this document, certain words are represented in different fonts, typefaces, sizes, and weights. This highlighting is systematic; different words are represented in the same style to indicate their inclusion in a specific category. The types of words that are represented this way include the following:

Element	Style
External link	<i>Dixite Website</i> ↗ www.dixite.com Or Dixite Website
Reference	the canonical name (§section number) is used to refer to sections.
Important	<i>emphasized</i>

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CHAPTER 1

Approach and Methodology

At Dixite, we are client-centric.

Our main objective is the client satisfaction. As such, we have compiled and follow a set of "best practices" and approaches to provide quality services to our clients.

1.1 Approach

Our approach is based upon our processes generalisation and formalisation that enable us to deliver high quality services.

Our approach consists of three main phases:

1. Mission objectives;
2. Planning and metrics;
3. Results validation.

1.1.1 Mission Objectives

In partnership with our clients, we define the mission objectives taking into account various time and budget constraints.

1.1.2 Planning and metrics

Given the resources allocated to the mission, Dixite plans the services realisation. Metrics will be proposed to the client and monitoring will be set-up in order to ensure the proper validation of the mission success.

1.1.3 Results validation

To make sure that mission objectives have been met, we use a "cross-checking matrix" to validate monitored results against mission objectives.

Outside the mission validation context, a *client satisfaction survey* will be performed in order to collect precious information allowing Dixite to endlessly refine its production processes.

1.2 Methodology

1.2.1 Project Management

All our projects and missions are managed under the scrutiny of the *Project Management Body of Knowledge (PMBOK)* methodology from the *Project Management Institute*. Please refer to www.pmi.org to find out more about PMBOK.

1.2.2 Quality

Each aspect of our services realisation is subject to rigorous quality procedures. Currently, our Quality Assurance (QA) plan is under rewriting in order to achieve ISO 9001/2000 certification planned for 2006.

1.2.3 IT Developments

We apply our "home-grown" methodologies when conducting analysis and implementing solutions for our clients:

- Software Production Process using Open Source Software (SPPOSS) is an open-source based methodology designed to help our clients maximise all the benefits of our solutions. Please refer to www.dixite.com/docs/sposs to find out more about SPPOSS;
- Explore, Sketch, Tipography, Imagery, Make-up, Execute (ESTIME) is a *process-based* approach to web site development. Please refer to www.dixite.com/docs/estimate to find out more about ESTIME.

CHAPTER 2

Services

At Dixite, we have devised a set of services to address our clients business challenges.

Table ?? provides a quick reference to Dixite services along with the challenges they address.

Service	Challenges
Service	Challenges
<i>AfterCare</i> (§3)	assistance in the various aspects of a new system management;
<i>Portal Security</i> (§4)	secure web portals;
<i>Consultancy</i> (§5)	counter-balance functional and/or organisational shortcomings.

Table 2.1: *Challenges and services*

CHAPTER 3

AfterCare

AfterCare is a set of services assuring that a system will perform adequately throughout its lifetime.

3.1 The Challenge

Once a given system is in production phase, it needs to be maintained and operated.

What do we mean by maintenance and operation?

- maintenance: we realise preventive, corrective and evolutive maintenance of the software;
- operation: monitors the application software in production to make sure that it performs as expected.

The AfterCare services provide the means to address these challenges.

3.2 The solution

To be able to provide a flexible and yet effective service to our clients, we have put together a cost-effective and quality service based on token consumption. What is a *token*?

A token identifies the smallest unit of work with a fixed price per contract and expiry date.

Once the token is purchased, it can be consumed by the client on the tasks described in the statement of work.

That is how the service works:

1. based on clients requirements, describe a statement of the work that includes the tasks to be performed by Dixite consultants;
2. given the statement of work, define an average and periodical token consumption.
3. a SLA can be established to insure the provision of a quality and timely service.

3.3 Business Value and Benefits

The major benefits out of the *AfterCare* services formula, is that you can fully exploit the performances of your new system through its lifetime.

The added-value we can achieve for you includes:

- effective cutting costs by controlling the system operational expenses via our token based service;
- achieve better performance through continuous monitoring;
- better time utilisation for system administrators and final users through the delegation of the system operation.

3.4 Selected References

Refer to the Client Section ¹ of our web site to learn more about our professional references.

- *ACEA, the European Automobile Manufacturers Association* ↗ www.acea.be
- *TrapaNet, Strategic Marketing Company on the Internet* ↗ www.trapa.net

¹Client Section ↗ www.dixite.com/customers

CHAPTER 4

Portal Security

Each day, on-line opportunities are emerging. Companies and/or public institutions decide to provide information, products and services via the Internet media.

In order gain client confidence, on-line information and services must imperatively go along with strict security measures.

4.1 The Challenge

Security services must address the following challenges:

- protecting against threats towards data integrity and services;
- warranty appropriate information and services access control.

4.2 The Solution

In order to address this challenge, Dixite offer a security service that includes:

1. security policies definition: based on clients requirements our security engineers define a set of security policies or validate and revise the existing ones;
2. policies implementation: given the policies outlined by the client, our engineers identify potential threats and take appropriate measures to secure the client services;
3. monitoring: to insure that security policies are not violated, the client system is continuously monitored and patched up, if necessary;

4.3 Business Value and Benefits

The benefits of a secured system are:

- establish trusted business relationship;

- define and implement a cost-effective and secured solution;
- keeping the appropriate security level throughout system lifetime.

4.4 Selected references

Refer to the Client Section ¹ of our web site to learn more about our professional references.

- *Effectenbank Stroeve* ↗ www.stroeve.nl

¹*Client Section* ↗ www.dixite.com/clients

CHAPTER 5

Consultancy

In a world in constant evolution, IT plays a major role in allowing enterprises to respond quickly to the diversified demands of their customers and to generate a competitive advantage.

Through the provision of its consultancy services, Dixite allows its clients to benefit the professional competence and skills of its consultants.

5.1 Project Management

Dixite being specialised in the realisation of fixed-priced projects, we have developed a pole of excellence in the field of managing this kind of projects.

5.1.1 The challenge

The challenge is to provide an effective project management taking into account provided resources and constraints.

5.1.2 The solution

At Dixite we have seasoned and certified project managers who:

1. will ensure your project *feasibility*;
2. will precise the project *objectives* following a technical, financial and organisational view;
3. define a *risk management* plan;
4. realise a *work breakdown* in assignable and manageable tasks;
5. *assign resources* to realise project tasks;
6. establish and maintain a precise *tasks planning*;

7. perform a *follow-up* of tasks progress, resources consumption and risks incurred.

5.1.3 Business Value and Benefits

The benefits resulting from a professional project management includes:

- defining clear objectives: avoids wasting investments into improbable or badly oriented objectives;
- cost control via an adequate resources management;
- risk control thanks to a continuous project monitoring and management;
- communication optimisation via a clearly established organisation, roles and communication channels for the project.

5.1.4 Selected References

Refer to the Client Section ¹ of our web site to learn more about our professional references.

- *FIShery Data Exchange System, DG Fish, CEC* ↗ [FIDES](#)

5.2 Quality Assurance

Dixite primary objective has always been to deliver quality services to our clients.

Since our establishment, we have formalised and improved each production processes allowing to satisfy our clients expectations for quality.

5.2.1 The challenge

Dixite quality services insures the production and supply of systems, software and consultancy to high professional standards.

5.2.2 The solution

To address the quality challenge, Dixite offers various services including:

1. realisation of the *Quality Assurance Plan* in the context of your project;
2. given a quality plan: *implement quality assurance measures* on a projects basis;
3. *coordinating* quality assurance activities;
4. *assistance* within the framework of an ISO 9001/2000 certification project including:
 - definition of certification objectives;

¹Client Section ↗ www.dixite.com/clients

- tasks planning and resources definition and assignment to be achieved in order to move towards ISO certification;
- identification and definition of client processes;
- help in writing the quality system documents;

5.2.3 Business Value and Benefits

Benefits resulting from a professional consultancy services in quality assurance are:

- ease of facing fast market adaptation though the management of process changes;
- improvement of products quality;
- ease of project knowledge preservation and transfer;
- continuous refactoring process in order to keep up with competition.

5.2.4 Selected References

Refer to the Client Section ² of our web site to learn more about our professional references.

- *FIshery Data Exchange System, Fisheries DG, CEC* ↔ [FIDES](#)

5.3 Information Architecture

The never ending growth in information processing and dispatching has recently put forward a new computer profession:

”Information Architect”

We suspect you already heard of data model-makers, database architects, web designers, ergonomists, etc. Isn't this just a new brew of an old beer?

Well, at Dixite we strongly believe otherwise!

What is an information architect?

Involves the organization, design and presentation of an information product to provide intuitive access and ease of use that meets the needs of the client and of the end user.

²Client Section ↔ www.dixite.com/clients

5.3.1 The Challenge

A professional information architecture must meet the following challenges:

- organise the information so that it can be shared and managed easily;
- enrich the site so that it gains in usability;
- improve the content so that the site can be looked up via search engines in an optimised manner.

5.3.2 The Solution

At Dixite, we have qualified information architects³ who can assist you to manage your information effectively through the following steps:

1. *Collect*: information which could be data, needs, experiences, etc.;
2. *Validate objectives*: with the customer;
3. *Labelling*: first information association. The useful information are filtered, labelled and assembled in primary groups;
4. *Glossary*: this phase will help establishing a glossary of terms allowing for business expression and common understanding during the development and usage phases;
5. *Concepts*: informations are classified and organised based on hierarchical groups formally defined;
6. *Architecture*: provide the right information organisation.

5.3.3 Business Value and Benefits

The information architect will ensure effective communication to your targeted readership.

5.3.4 Selected References

Refer to the Client Section⁴ of our web site to learn more about our professional references.

- *CeRDT, organisation promoting innovation in Hainaut, Wallonia* ↗ [CeRDT](#)
- *Rseau Archange, Business Angel in e-business Hainaut, Wallonia(BE) and Aisne department(FR)* ↗ reseau-archange.com

³Refer to www.dixite.com as an example.

⁴Client Section ↗ www.dixite.com/clients

Document Information

This document was typeset by the author using \LaTeX ⁵.

Revision

Revision	Date	Modified Sections
0.1	11-08-2005	Initial Revision
0.2	16-08-2005	Complete Revision
0.3	18-09-2005	Complete Revision (JHE/RDE)

Table 5.1: *Document Revision History*

Related Documents

Title	URL	Description
SPPOSS	www.dixite.com/docs/spposs	Software Production Process Using Open Source Software
QC	internal:dixite/doc/en/qc	Quality Control
PMBOK	www.pmi.org	Project Management Book of Knowledge

Table 5.2: *Related Documents*

Copyright

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⁵ \LaTeX ↪ www.latex-project.org

Glossary

ASF Apache Software Foundation *URL* ↗ www.apache.org

CMS Content Management System

CSS Cascading Style Sheets is a simple mechanism for adding style (e.g. fonts, colors, spacing) to Web documents. *URL* ↗ www.w3.org/Style/CSS

ESTIME Explore, Sketch, Tipography, Imagery, Make-up, Execute is the Dixite methodology for website development and publishing.
URL ↗ www.dixite.com/docs/estime

FSF Free Software Foundation *URL* ↗ www.fsf.org

GNU GNU's Not UNIX *URL* ↗ www.gnu.org

HTML HyperText Markup Language XHTML 2 is a general-purpose markup language designed for representing documents for a wide range of purposes across the World Wide Web. To this end it does not attempt to be all things to all people, supplying every possible markup idiom, but to supply a generally useful set of elements.
URL ↗ www.w3.org/MarkUp

J2EE Java 2 Enterprise Edition

JAM Java, JBoss, Apache, MySQL

LDAP Lightweight Directory Access Protocol

LAMP Linux, Apache, MySQL, PHP

PHP Hypertext Preprocessor is a widely-used general-purpose scripting language that is especially suited for Web development and can be embedded into HTML. *URL* ↗ www.php.net

PMBOK Project Management Body of Knowledge is the sum of knowledge within the profession of project management.

QA Quality Assurance l'implémentation des procédures qualit permettant d'assurer l'implémentation correcte des processus d'une entreprise ou un projet.

QC Quality Control Document

RSS Really Simple Syndication is a lightweight XML format designed for sharing headlines and other Web content.

SLA Service Level Agreement

SPPOSS Software Production Process using Open Source Software is [Dixite](#) approach to software development. *URL* ↗ www.dixite.com/docs/spposs

W3C The World Wide Web Consortium develops interoperable technologies (specifications, guidelines, software, and tools) to lead the Web to its full potential.

XML Extensible Markup Language Extensible Markup Language (XML) is a simple, very flexible text format derived from SGML (ISO 8879). Originally designed to meet the challenges of large-scale electronic publishing, XML is also playing an increasingly important role in the exchange of a wide variety of data on the Web and elsewhere. *URL* ↗ www.w3.org/XML