

# Fair Trade Software Process Standard

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## 1. Introduction

- 1.1. This Standard defines which software applications and services are to be considered “Fair Trade Software” for the purposes of providing FTSF accreditation and monitoring compliance with FTSF standards.
- 1.2. The specification and functioning of the software itself is entirely dependent upon the customer’s requirements so this Standard governs the **process** by which the software and/or service is developed. It defines the roles and interactions of the Sponsor and Partner, including interaction with the customer, throughout the entire development process. The aim is to ensure the meaningful participation of, and transfer of skills and knowledge to, the Partner, in accordance with the FTSF Core Principles.

## 2. General Requirements

- 2.1. Fair Trade Software must be developed by at least one Sponsor (IT company based in a developed country) and at least one Partner (IT company based in a developing country),<sup>1</sup> all of whom must be fully accredited by FTSF.
- 2.2. The Sponsor has the role of overall project manager and must utilise an effective project management technique. FTSF recommends the use of an Agile methodology, such as Scrum; however, the Sponsor is free to choose any technique as long as it utilises an auditable method of recording the activities and contributions of all team members.
- 2.3. The relationship between Sponsor and Partner is one of co-development – the focus of the FTSF model is not subcontracting or outsourcing. While the Sponsor takes the lead in the development process and is responsible for liaising with the client and the delegation of tasks, it is crucial that the Partner is at all times consulted and that its input is respected.
- 2.4. A key objective of the FTSF model is the professional development and training of the Partner’s employees by the Sponsor; therefore the sharing of knowledge, skills and best practices should constitute a core aspect of the project plan at all stages of the process. At least 20 per cent of the time spent in the **Knowledge sharing / Training** phases of the project (see section 3.1, Figure 1) should be spent on activities contributing to knowledge transfer.

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<sup>1</sup> For a detailed description of the characteristics and capabilities of Sponsors and Partners, see the FTSF Conditions for Accreditation.

- 2.5. Overall, at least 50 per cent of the total hours spent in the **Co-development** phases of the project (see section 3.1, Figure 1) must be carried out by the Partner. A detailed breakdown of the roles of each party at different stages of the development process is given in the table below (see Figure 2).

### 3. Fair Trade Software Development Process

- 3.1. In order to be considered Fair Trade Software, a product or service must be developed using the following model:

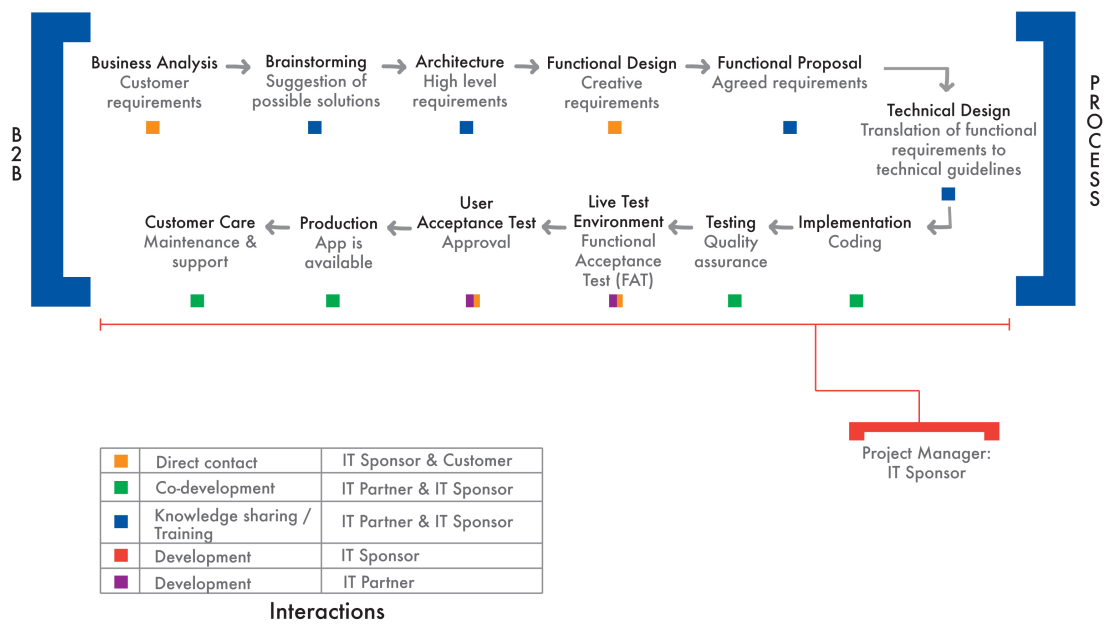


Figure 1: Interactions in the Fair Trade Software development process

- 3.2. The table below shows a detailed breakdown of the respective roles of Sponsor and Partner throughout the development process:

Process Phase	Remarks
Business Analysis	Customer and Sponsor have initial contact. Customers do not need to have any contact with Partners, unless they wish to.
Requirements	
Architecture	
Functional Analysis	The Partner must be actively involved. However, as the project manager, it is the Sponsor who delivers the final version of the functional design to the Customer.
Design	

Process Phase	Remarks
Technical Design	The Sponsor acts mostly as a mentor. The Partner is actively involved in the creation of the technical design.
Implementation	The time required to build code includes executing or writing unit tests on built artefacts.
Testing	The Sponsor acts as a mentor for both the Partner and the Customer. The Sponsor teaches the Partner how to carry out the tests and provides feedback to the Customer on the importance of testing.
Bug Fixing	In those cases where the Customer has no direct contact with the Partner, the Sponsor is responsible to provide adequate information to the Partner to perform bug fixing.
Support	The Partner provides support and maintenance. However, in those cases where the Customer has no direct contact with the Partner, the Sponsor will be responsible for providing adequate information to the Partner to accomplish these tasks.
Maintenance	

Figure 2: Detailed breakdown of roles during the Fair Trade Software development process