



SERVICE SPECIFICATION / BUSINESS SYSTEMS

Custom business software development

GHT-SVC-039 · Revision 1.0 · 06 September 2026 · 1 / 3

Design, build, integrate, test, and hand over an internal application around the customer's named business workflow and operating responsibilities.

Intended outcome

An accepted application with defined user roles, traceable records, documented integrations, tested business tasks, and an agreed maintenance and ownership arrangement.

Service scope

The service can cover inventory tools, employee portals, order tracking, work orders, forms, approvals, and management dashboards. Scope is expressed as user tasks, data records, supported integrations, and acceptance criteria.

Discovery establishes who uses the system, which existing application owns each record, what the new software may change, and how exceptions are handled. A prototype and pilot confirm the workflow before wider release.

How the system fits together

01 Users and tasks	Roles, permissions, screens, input validation, and accessibility needs
02 Application	Business rules, transactions, audit records, and exception handling
03 Data and integration	System of record, interfaces, migration, reconciliation, and exports
04 Operations	Hosting, backups, logging, updates, documentation, and support

Typical project triggers

- A shared spreadsheet or manual process no longer supports the operation
- Existing applications need a supported connection or a missing workflow
- The business needs role-specific screens, records, and approvals



GHT-SVC-039 / CUSTOM BUSINESS SOFTWARE DEVELOPMENT

Delivery and acceptance

Revision 1.0 · 06 September 2026 · 2 / 3

The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Define the product

Map current and proposed workflows; agree on users, records, integrations, scope priorities, and measurable acceptance criteria.

Acceptance evidence: Approved requirements, data model, role matrix, and acceptance plan.

02 Prototype and agree

Demonstrate key screens and realistic sample tasks; resolve usability and integration dependencies before implementation expands.

Acceptance evidence: Reviewed prototype, task flows, and integration contracts.

03 Build and test

Implement the approved workflows, permissions, validation, auditability, and supported interfaces; run functional and agreed security tests.

Acceptance evidence: Versioned release candidate, test results, and resolved defect record.

04 Pilot and release

Reconcile migrated records, run user acceptance tests, prepare rollback and recovery, train the owner, and deploy the approved release.

Acceptance evidence: Acceptance signoff, release record, documentation, and support handover.

Handover deliverables

- Requirements, data dictionary, role matrix, and reviewed interface design
- Implemented and versioned application for the agreed scope
- Integration and data-reconciliation documentation
- Functional, access-control, recovery, and acceptance-test results
- Deployment/runbook, user training, and agreed source-code or licensing handover

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



GHT-SVC-039 / CUSTOM BUSINESS SOFTWARE DEVELOPMENT

Planning and scope boundaries

Revision 1.0 · 06 September 2026 · 3 / 3

Customer and site inputs

- Named users, roles, workflows, and business acceptance owner
- Record definitions, data sources, volumes, retention, and migration scope
- Existing vendor APIs, licenses, test environments, and integration permissions
- Hosting, identity, backup, security, accessibility, and device requirements
- Feature priorities, project milestones, ownership terms, and maintenance coverage

Constraints and coordination

- Features, source-code ownership, licensing, warranties, hosting fees, and maintenance are defined in the signed agreement.
- Third-party integrations require supported interfaces and appropriate vendor access; vendor changes may require a separately scoped update.
- Payment processing uses the selected provider's approved integration; collection of payment-card data is not assumed.
- Unlimited revisions, historical data repair, external certifications, and ongoing support are not included unless expressly scoped.

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

NIST — Secure Software Development Framework | Source review: 2026-09-06

OWASP — Application Security Verification Standard | Source review: 2026-09-06

Service guide and project discussion | Source review: 2026-09-06