**PROJECT PHASE - I**

**Overview:   
Computer Sciences Corporation** (CSC) is an American multinational corporation that provides information technology (IT) services and professional services. CSC leads clients on their digital transformation journey, providing innovative next-generation technology solutions and services that leverage deep industry expertise, global scale, technology independence and an extensive partner community.

Since every project inside an organization follows a different process, here we are focusing on a process followed in Royal Mail Group(RMG), an application support and maintenance project. The process deals with a new enhancement request from the client (RMG) to improve the functionality of an existing application. Also, within RMG there are many teams that handle various technical competencies like Oracle, Java, Client-Server etc. Also, all these teams follow the same *Enhancement Process*.

**Business Process:**

**Triggering Event** (Condition or Rule event)

* New Enhancement Request from client

**Interrelated Tasks (Sequence-wise)**

1. **Proposes Requirements**: New Enhancement Request from the client
2. **Analyze Requirement - Project Scope**: Analyze requirement in terms of the project scope (by Project Manager)
3. **Analyze Requirement - Technical Competencies**: If the request is in the scope of the project, Analysis of requirement in terms of technical competencies (by Managers of the respective teams)

If the requirement is out of scope, the process ends here

1. **Prepare Efforts Estimates**: Preparation of team effort estimates (by Teams)
2. **Approve/Reject Estimate**: Approve or Reject effort estimates (by Managers of the respective team)
3. **Collate Efforts**: If there are no issues, efforts collated manually in an excel sheet (by Teams)

If there are issues, efforts sent to teams for re-work (by Managers of the respective team)

1. **Approve/Reject Estimate**: Approve or Reject effort estimates (by Project Management Office)
2. **Approve/Reject Estimate**: If there are no issues, efforts sent to client (by Teams)

If there are issues, efforts are again sent to teams for re-work (by Project Management Office)

1. **Approve/Reject Estimate:** Approve or Reject effort estimates (by Client)
2. **Create Enhancement:** If the estimates are approved, finish the required enhancement work (by Teams)

If the estimates are rejected, the process ends

1. **Notify Client**: Notify the client via email that the enhancement is ready for User Acceptance Testing (by Teams)
2. **User Acceptance Testing**: User Acceptance Testing (UAT) performed (by Client)
3. **Notify Teams**: Notify teams via E-mail if the UAT was a success or failure (by Client)
4. **Bug Fix**: If there are bugs, teams work to fix the bugs (by Teams) and the client is notified again for UAT.
5. **Deploy Enhancement**: If there are no bugs, enhancement deployed in the live environment (by Teams)

**Specific Result**

* Enhancement deployed in the live environment

**Customer**

* Client - Royal Mail Group

**Stakeholders**

* Client - Royal Mail Group
* Business Users or the Customers of Client
* End Users that use the service of Client
* Project

**Issues with the Current Process:**

**Time**

* + The whole process takes a lot of time as it goes through various redundant layers of approvals

**Visibility**

* + Visibility associated with the whole process is very low as the client is notified only at certain stages of the process

**Management**

* The efforts are collated and managed in an excel sheet which can be a cumbersome task as for an enhancement request more than one team may be involved
* Difficulty in creating audit reports corresponding to the enhancement requests as the data is not properly managed

**Resources**

* + The whole process involves a lot of manual efforts from the teams. For even notifying about different phases of the project, the team is repeatedly involved in an email communication with the client

**Recommended Solution:**

* Implement a **Centralized Requirement System (CRS)** which can be accessed by all the people associated with the project and the client involved with the enhancement request
* Removal of redundant layers from the process i.e. approval from managers of teams and entry of any new enhancement request to CRS rather than Project Manager
* For a new enhancement request, system automatically sends an email notification to all the teams of the project
* Teams approve or reject the requirement by analyzing it in terms of project scope and technical competencies
* If the request is approved, concerned teams assign the request
* If the request is rejected, the process ends
* System automatically collates the efforts from different teams as soon as they individually submit their efforts
* Involved client can access the system anytime to track the progress of work associated with the request
* Client receives an automated mail from the system during various phases of the requirement life cycle.

**Business Needs – Centralized Requirement System:**

* To improve the visibility associated with the whole process as the client and senior management cannot track progress of the process as and when required
* To develop an efficient reporting facility
* To reduce the efforts required to manage data corresponding to enhancement requests
* To automate repetitive tasks for effective utilization of project resources

**Result:**

* Improved process flow because of reduction in number of approval layers and automation of certain tasks
* Better utilization of resources with the elimination of efforts required on team’s part to notify the client at various stages and collate the data
* Increased visibility for the client and management can track the work progress
* Efficient Reporting facility available which can be used for audit purposes as the details about all the request are stored in a database i.e. CRS

**Swimlane Diagrams:**

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**References:**

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