*C-GCT-OPPM-FP19-OF-KOL-ENTS (103150)*

Agile Engagement Strategy and Plan

**Version <8.6>**



DOCUMENT RELEASE NOTICE

**Document Details:**

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| --- | --- | --- | --- | --- | --- |
| **Name** | **Version No.** | **Approved By** | **Approval Date** | **Authorized By** | **Authorization Date** |
| AESP for C-GCT-OPPM-FP19-OF-KOL-ENTS (103150) | 8.6 |  |  |  |  |

**Revision Details**

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| **Rev. No.** | **Revision Date** | **Process Area** | **Section** | **Revision Description** | **Change type (add/modify/**  **delete)** |
| 7.2 / 1 | 06-DEC-2016 | Project Details | Objective, Scope and Contractual Commitments | Incorporated few changes and review comments | Update |
| 7.2 / 2 | 06-DEC-2016 | Project Details | Project Attributes | Incorporated few changes and review comments | Update |
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| 7.4 / 44 | 06-JAN-2017 | Risk Management | Business Continuity Plan | Incorporated few changes and review comments | Update |
| 7.4 / 45 | 06-JAN-2017 | Configuration Mgmt | Configuration Identification | Incorporated few changes and review comments | Update |
| 7.4 / 46 | 06-JAN-2017 | Configuration Mgmt | Change Management | Incorporated few changes and review comments | Update |
| 7.4 / 47 | 06-JAN-2017 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Update |
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| 7.7 / 25 | 06-FEB-2018 | Governance | Role Management | Incorporated few changes and review comments | Add |
| 7.7 / 26 | 06-FEB-2018 | Governance | Project Hierarchy | Incorporated few changes and review comments | Update |
| 7.7 / 27 | 06-FEB-2018 | Resources | Staffing Plan | Incorporated few changes and review comments | Add |
| 7.7 / 28 | 06-FEB-2018 | Resources | IT Infrastructure Requirement | Incorporated few changes and review comments | Add |
| 7.7 / 29 | 06-FEB-2018 | Resources | IT Infrastructure Requirement | Incorporated few changes and review comments | Update |
| 7.7 / 30 | 06-FEB-2018 | Quality Plan | Objectives | Incorporated few changes and review comments | Update |
| 7.7 / 31 | 06-FEB-2018 | Quality Plan | Standards | Incorporated few changes and review comments | Delete |
| 7.7 / 32 | 06-FEB-2018 | Quality Plan | Standards | Incorporated few changes and review comments | Add |
| 7.7 / 33 | 06-FEB-2018 | Quality Plan | Standards | Incorporated few changes and review comments | Update |
| 7.7 / 34 | 06-FEB-2018 | Quality Plan | Client specified | Incorporated few changes and review comments | Delete |
| 7.7 / 35 | 06-FEB-2018 | Quality Plan | Client specified | Incorporated few changes and review comments | Add |
| 7.7 / 36 | 06-FEB-2018 | Quality Plan | Metrics & Predictive Models Plan | Incorporated few changes and review comments | Add |
| 7.7 / 37 | 06-FEB-2018 | Quality Plan | TCS Internal | Incorporated few changes and review comments | Add |
| 7.7 / 38 | 06-FEB-2018 | Quality Plan | Continuous Improvement | Incorporated few changes and review comments | Update |
| 7.7 / 39 | 06-FEB-2018 | Quality Plan | Reuse | Incorporated few changes and review comments | Update |
| 7.7 / 40 | 06-FEB-2018 | Quality Plan | Reuse | Incorporated few changes and review comments | Add |
| 7.7 / 41 | 06-FEB-2018 | Risk Management | Assumptions, Dependencies and Constraints | Incorporated few changes and review comments | Delete |
| 7.7 / 42 | 06-FEB-2018 | Risk Management | Assumptions, Dependencies and Constraints | Incorporated few changes and review comments | Update |
| 7.7 / 43 | 06-FEB-2018 | Risk Management | Risk Management Plan | Incorporated few changes and review comments | Update |
| 7.7 / 44 | 06-FEB-2018 | Risk Management | Business Continuity Plan | Incorporated few changes and review comments | Update |
| 7.7 / 45 | 06-FEB-2018 | Configuration Mgmt | Configuration Identification | Incorporated few changes and review comments | Update |
| 7.7 / 46 | 06-FEB-2018 | Configuration Mgmt | Change Management | Incorporated few changes and review comments | Update |
| 7.7 / 47 | 06-FEB-2018 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Update |
| 7.7 / 48 | 06-FEB-2018 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Add |
| 7.7 / 49 | 06-FEB-2018 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Delete |
| 7.7 / 50 | 06-FEB-2018 | Governance | Supplier Management Plan | Incorporated few changes and review comments | Update |
| 7.7 / 51 | 06-FEB-2018 | Configuration Mgmt | Code & Media Control | Incorporated few changes and review comments | Update |
| 7.7 / 52 | 06-FEB-2018 | Configuration Mgmt | Records Collection, Maintenance and Retention | Incorporated few changes and review comments | Update |
| 7.7 / 53 | 06-FEB-2018 | Configuration Mgmt | Traceability Strategy | Incorporated few changes and review comments | Update |
| 7.7 / 54 | 06-FEB-2018 | References | Documents | Incorporated few changes and review comments | Update |
| 7.7 / 55 | 06-FEB-2018 | Quality Plan | Objectives | Incorporated few changes and review comments | Delete |
| 7.7 / 56 | 06-FEB-2018 | Project Details | Objective, Scope and Contractual Commitments | Incorporated few changes and review comments | Add |
| 7.7 / 57 | 06-FEB-2018 | Resources | Staffing Plan | Incorporated team strength reduction | Add |
| 7.7 / 58 | 06-FEB-2018 | Governance | Project Monitoring and Control Plan | Updated project monitoring and control plan | Delete |
| 7.7 / 59 | 06-FEB-2018 | Resources | Staffing Plan | Incorporated team strength reduction | Update |
| 7.8 / 1 | 03-JUN-2019 | Project Details | Objective, Scope and Contractual Commitments | Incorporated few changes and review comments | Update |
| 7.8 / 2 | 03-JUN-2019 | Project Details | Project Attributes | Incorporated few changes and review comments | Update |
| 7.8 / 3 | 03-JUN-2019 | Project Process | Review Plan | Incorporated few changes and review comments | Update |
| 7.8 / 4 | 03-JUN-2019 | Project Process | Test Plan | Incorporated few changes and review comments | Update |
| 7.8 / 5 | 03-JUN-2019 | Project Process | Detailed Plan | Incorporated few changes and review comments | Update |
| 7.8 / 6 | 03-JUN-2019 | Governance | Backup | Incorporated few changes and review comments | Add |
| 7.8 / 7 | 03-JUN-2019 | Governance | Backup | Incorporated few changes and review comments | Update |
| 7.8 / 8 | 03-JUN-2019 | Governance | Client Communication Channel | Incorporated few changes and review comments | Update |
| 7.8 / 9 | 03-JUN-2019 | Governance | Project Monitoring and Control Plan | Incorporated few changes and review comments | Update |
| 7.8 / 10 | 03-JUN-2019 | Governance | Project Monitoring and Control Plan | Incorporated few changes and review comments | Add |
| 7.8 / 11 | 03-JUN-2019 | Governance | Stakeholder Matrix | Incorporated few changes and review comments | Update |
| 7.8 / 12 | 03-JUN-2019 | Governance | Stakeholder Matrix | Incorporated few changes and review comments | Delete |
| 7.8 / 13 | 03-JUN-2019 | Governance | Stakeholder Matrix | Incorporated few changes and review comments | Add |
| 7.8 / 14 | 03-JUN-2019 | Quality Plan | Defect Prevention Plan | Incorporated few changes and review comments | Update |
| 7.8 / 15 | 03-JUN-2019 | Resources | Tools | Incorporated few changes and review comments | Delete |
| 7.8 / 16 | 03-JUN-2019 | Resources | Tools | Incorporated few changes and review comments | Update |
| 7.8 / 17 | 03-JUN-2019 | Quality Plan | Client specified | Incorporated few changes and review comments | Update |
| 7.8 / 18 | 03-JUN-2019 | Quality Plan | Metrics & Predictive Models Plan | Incorporated few changes and review comments | Update |
| 7.8 / 19 | 03-JUN-2019 | Resources | Training Plan | Incorporated few changes and review comments | Update |
| 7.8 / 20 | 03-JUN-2019 | Resources | Staffing Plan | Incorporated review comments for staffing plan | Update |
| 7.8 / 21 | 03-JUN-2019 | Resources | Training Plan | Updated details with course name | Add |
| 7.8 / 22 | 03-JUN-2019 | Project Process | Phase Plan | Updated the OPD. | Update |
| 7.8 / 23 | 03-JUN-2019 | Project Process | Phase Plan | Incorporated few changes and review comments | Add |
| 7.8 / 24 | 03-JUN-2019 | Project Process | Review Plan | Incorporated few changes and review comments | Add |
| 7.8 / 25 | 03-JUN-2019 | Governance | Role Management | Incorporated few changes and review comments | Add |
| 7.8 / 26 | 03-JUN-2019 | Governance | Project Hierarchy | Incorporated few changes and review comments | Update |
| 7.8 / 27 | 03-JUN-2019 | Resources | Staffing Plan | Incorporated few changes and review comments | Add |
| 7.8 / 28 | 03-JUN-2019 | Resources | IT Infrastructure Requirement | Incorporated few changes and review comments | Add |
| 7.8 / 29 | 03-JUN-2019 | Resources | IT Infrastructure Requirement | Incorporated few changes and review comments | Update |
| 7.8 / 30 | 03-JUN-2019 | Quality Plan | Objectives | Incorporated few changes and review comments | Update |
| 7.8 / 31 | 03-JUN-2019 | Quality Plan | Standards | Incorporated few changes and review comments | Delete |
| 7.8 / 32 | 03-JUN-2019 | Quality Plan | Standards | Incorporated few changes and review comments | Add |
| 7.8 / 33 | 03-JUN-2019 | Quality Plan | Standards | Incorporated few changes and review comments | Update |
| 7.8 / 34 | 03-JUN-2019 | Quality Plan | Client specified | Incorporated few changes and review comments | Delete |
| 7.8 / 35 | 03-JUN-2019 | Quality Plan | Client specified | Incorporated few changes and review comments | Add |
| 7.8 / 36 | 03-JUN-2019 | Quality Plan | Metrics & Predictive Models Plan | Incorporated few changes and review comments | Add |
| 7.8 / 37 | 03-JUN-2019 | Quality Plan | TCS Internal | Incorporated few changes and review comments | Add |
| 7.8 / 38 | 03-JUN-2019 | Quality Plan | Continuous Improvement | Incorporated few changes and review comments | Update |
| 7.8 / 39 | 03-JUN-2019 | Quality Plan | Reuse | Incorporated few changes and review comments | Update |
| 7.8 / 40 | 03-JUN-2019 | Quality Plan | Reuse | Incorporated few changes and review comments | Add |
| 7.8 / 41 | 03-JUN-2019 | Risk Management | Assumptions, Dependencies and Constraints | Incorporated few changes and review comments | Delete |
| 7.8 / 42 | 03-JUN-2019 | Risk Management | Assumptions, Dependencies and Constraints | Incorporated few changes and review comments | Update |
| 7.8 / 43 | 03-JUN-2019 | Risk Management | Risk Management Plan | Incorporated few changes and review comments | Update |
| 7.8 / 44 | 03-JUN-2019 | Risk Management | Business Continuity Plan | Incorporated few changes and review comments | Update |
| 7.8 / 45 | 03-JUN-2019 | Configuration Mgmt | Configuration Identification | Incorporated few changes and review comments | Update |
| 7.8 / 46 | 03-JUN-2019 | Configuration Mgmt | Change Management | Incorporated few changes and review comments | Update |
| 7.8 / 47 | 03-JUN-2019 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Update |
| 7.8 / 48 | 03-JUN-2019 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Add |
| 7.8 / 49 | 03-JUN-2019 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Delete |
| 7.8 / 50 | 03-JUN-2019 | Governance | Supplier Management Plan | Incorporated few changes and review comments | Update |
| 7.8 / 51 | 03-JUN-2019 | Configuration Mgmt | Code & Media Control | Incorporated few changes and review comments | Update |
| 7.8 / 52 | 03-JUN-2019 | Configuration Mgmt | Records Collection, Maintenance and Retention | Incorporated few changes and review comments | Update |
| 7.8 / 53 | 03-JUN-2019 | Configuration Mgmt | Traceability Strategy | Incorporated few changes and review comments | Update |
| 7.8 / 54 | 03-JUN-2019 | References | Documents | Incorporated few changes and review comments | Update |
| 7.8 / 55 | 03-JUN-2019 | Quality Plan | Objectives | Incorporated few changes and review comments | Delete |
| 7.8 / 56 | 03-JUN-2019 | Project Details | Objective, Scope and Contractual Commitments | Incorporated few changes and review comments | Add |
| 7.8 / 57 | 03-JUN-2019 | Resources | Staffing Plan | Incorporated team strength reduction | Add |
| 7.8 / 58 | 03-JUN-2019 | Governance | Project Monitoring and Control Plan | Updated project monitoring and control plan | Delete |
| 7.8 / 59 | 03-JUN-2019 | Resources | Staffing Plan | Incorporated team strength reduction | Update |
| 7.8 / 60 | 03-JUN-2019 | Governance | Role Management | Role details updated | Delete |
| 7.8 / 61 | 03-JUN-2019 | Project Details | Project Attributes | Updated Project related attributes | Add |
| 7.8 / 62 | 03-JUN-2019 | Quality Plan | Predictive Model | Updated Quality Plan | Add |
| 7.8 / 63 | 03-JUN-2019 | Quality Plan | Predictive Model | Updated Quality Plan | Update |
| 7.9 / 1 | 19-SEP-2019 | Project Details | Objective, Scope and Contractual Commitments | Incorporated few changes and review comments | Update |
| 7.9 / 2 | 19-SEP-2019 | Project Details | Project Attributes | Incorporated few changes and review comments | Update |
| 7.9 / 3 | 19-SEP-2019 | Project Process | Review Plan | Incorporated few changes and review comments | Update |
| 7.9 / 4 | 19-SEP-2019 | Project Process | Test Plan | Incorporated few changes and review comments | Update |
| 7.9 / 5 | 19-SEP-2019 | Project Process | Detailed Plan | Incorporated few changes and review comments | Update |
| 7.9 / 6 | 19-SEP-2019 | Governance | Backup | Incorporated few changes and review comments | Add |
| 7.9 / 7 | 19-SEP-2019 | Governance | Backup | Incorporated few changes and review comments | Update |
| 7.9 / 8 | 19-SEP-2019 | Governance | Client Communication Channel | Incorporated few changes and review comments | Update |
| 7.9 / 9 | 19-SEP-2019 | Governance | Project Monitoring and Control Plan | Incorporated few changes and review comments | Update |
| 7.9 / 10 | 19-SEP-2019 | Governance | Project Monitoring and Control Plan | Incorporated few changes and review comments | Add |
| 7.9 / 11 | 19-SEP-2019 | Governance | Stakeholder Matrix | Incorporated few changes and review comments | Update |
| 7.9 / 12 | 19-SEP-2019 | Governance | Stakeholder Matrix | Incorporated few changes and review comments | Delete |
| 7.9 / 13 | 19-SEP-2019 | Governance | Stakeholder Matrix | Incorporated few changes and review comments | Add |
| 7.9 / 14 | 19-SEP-2019 | Quality Plan | Defect Prevention Plan | Incorporated few changes and review comments | Update |
| 7.9 / 15 | 19-SEP-2019 | Resources | Tools | Incorporated few changes and review comments | Delete |
| 7.9 / 16 | 19-SEP-2019 | Resources | Tools | Incorporated few changes and review comments | Update |
| 7.9 / 17 | 19-SEP-2019 | Quality Plan | Client specified | Incorporated few changes and review comments | Update |
| 7.9 / 18 | 19-SEP-2019 | Quality Plan | Metrics & Predictive Models Plan | Incorporated few changes and review comments | Update |
| 7.9 / 19 | 19-SEP-2019 | Resources | Training Plan | Incorporated few changes and review comments | Update |
| 7.9 / 20 | 19-SEP-2019 | Resources | Staffing Plan | Incorporated review comments for staffing plan | Update |
| 7.9 / 21 | 19-SEP-2019 | Resources | Training Plan | Updated details with course name | Add |
| 7.9 / 22 | 19-SEP-2019 | Project Process | Phase Plan | Updated the OPD. | Update |
| 7.9 / 23 | 19-SEP-2019 | Project Process | Phase Plan | Incorporated few changes and review comments | Add |
| 7.9 / 24 | 19-SEP-2019 | Project Process | Review Plan | Incorporated few changes and review comments | Add |
| 7.9 / 25 | 19-SEP-2019 | Governance | Role Management | Incorporated few changes and review comments | Add |
| 7.9 / 26 | 19-SEP-2019 | Governance | Project Hierarchy | Incorporated few changes and review comments | Update |
| 7.9 / 27 | 19-SEP-2019 | Resources | Staffing Plan | Incorporated few changes and review comments | Add |
| 7.9 / 28 | 19-SEP-2019 | Resources | IT Infrastructure Requirement | Incorporated few changes and review comments | Add |
| 7.9 / 29 | 19-SEP-2019 | Resources | IT Infrastructure Requirement | Incorporated few changes and review comments | Update |
| 7.9 / 30 | 19-SEP-2019 | Quality Plan | Objectives | Incorporated few changes and review comments | Update |
| 7.9 / 31 | 19-SEP-2019 | Quality Plan | Standards | Incorporated few changes and review comments | Delete |
| 7.9 / 32 | 19-SEP-2019 | Quality Plan | Standards | Incorporated few changes and review comments | Add |
| 7.9 / 33 | 19-SEP-2019 | Quality Plan | Standards | Incorporated few changes and review comments | Update |
| 7.9 / 34 | 19-SEP-2019 | Quality Plan | Client specified | Incorporated few changes and review comments | Delete |
| 7.9 / 35 | 19-SEP-2019 | Quality Plan | Client specified | Incorporated few changes and review comments | Add |
| 7.9 / 36 | 19-SEP-2019 | Quality Plan | Metrics & Predictive Models Plan | Incorporated few changes and review comments | Add |
| 7.9 / 37 | 19-SEP-2019 | Quality Plan | TCS Internal | Incorporated few changes and review comments | Add |
| 7.9 / 38 | 19-SEP-2019 | Quality Plan | Continuous Improvement | Incorporated few changes and review comments | Update |
| 7.9 / 39 | 19-SEP-2019 | Quality Plan | Reuse | Incorporated few changes and review comments | Update |
| 7.9 / 40 | 19-SEP-2019 | Quality Plan | Reuse | Incorporated few changes and review comments | Add |
| 7.9 / 41 | 19-SEP-2019 | Risk Management | Assumptions, Dependencies and Constraints | Incorporated few changes and review comments | Delete |
| 7.9 / 42 | 19-SEP-2019 | Risk Management | Assumptions, Dependencies and Constraints | Incorporated few changes and review comments | Update |
| 7.9 / 43 | 19-SEP-2019 | Risk Management | Risk Management Plan | Incorporated few changes and review comments | Update |
| 7.9 / 44 | 19-SEP-2019 | Risk Management | Business Continuity Plan | Incorporated few changes and review comments | Update |
| 7.9 / 45 | 19-SEP-2019 | Configuration Mgmt | Configuration Identification | Incorporated few changes and review comments | Update |
| 7.9 / 46 | 19-SEP-2019 | Configuration Mgmt | Change Management | Incorporated few changes and review comments | Update |
| 7.9 / 47 | 19-SEP-2019 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Update |
| 7.9 / 48 | 19-SEP-2019 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Add |
| 7.9 / 49 | 19-SEP-2019 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Delete |
| 7.9 / 50 | 19-SEP-2019 | Governance | Supplier Management Plan | Incorporated few changes and review comments | Update |
| 7.9 / 51 | 19-SEP-2019 | Configuration Mgmt | Code & Media Control | Incorporated few changes and review comments | Update |
| 7.9 / 52 | 19-SEP-2019 | Configuration Mgmt | Records Collection, Maintenance and Retention | Incorporated few changes and review comments | Update |
| 7.9 / 53 | 19-SEP-2019 | Configuration Mgmt | Traceability Strategy | Incorporated few changes and review comments | Update |
| 7.9 / 54 | 19-SEP-2019 | References | Documents | Incorporated few changes and review comments | Update |
| 7.9 / 55 | 19-SEP-2019 | Quality Plan | Objectives | Incorporated few changes and review comments | Delete |
| 7.9 / 56 | 19-SEP-2019 | Project Details | Objective, Scope and Contractual Commitments | Incorporated few changes and review comments | Add |
| 7.9 / 57 | 19-SEP-2019 | Resources | Staffing Plan | Incorporated team strength reduction | Add |
| 7.9 / 58 | 19-SEP-2019 | Governance | Project Monitoring and Control Plan | Updated project monitoring and control plan | Delete |
| 7.9 / 59 | 19-SEP-2019 | Resources | Staffing Plan | Incorporated team strength reduction | Update |
| 7.9 / 60 | 19-SEP-2019 | Governance | Role Management | Role details updated | Delete |
| 7.9 / 61 | 19-SEP-2019 | Project Details | Project Attributes | Updated Project related attributes | Add |
| 7.9 / 62 | 19-SEP-2019 | Quality Plan | Predictive Model | Updated Quality Plan | Add |
| 7.9 / 63 | 19-SEP-2019 | Quality Plan | Predictive Model | Updated Quality Plan | Update |
| 7.9 / 64 | 19-SEP-2019 | Quality Plan | Client specified | Deleted Client Specified Metrics | Delete |
| 8 / 1 | 26-JUL-2021 | Project Details | Objective, Scope and Contractual Commitments | Incorporated few changes and review comments | Update |
| 8 / 2 | 26-JUL-2021 | Project Details | Project Attributes | Incorporated few changes and review comments | Update |
| 8 / 3 | 26-JUL-2021 | Project Process | Review Plan | Incorporated few changes and review comments | Update |
| 8 / 4 | 26-JUL-2021 | Project Process | Test Plan | Incorporated few changes and review comments | Update |
| 8 / 5 | 26-JUL-2021 | Project Process | Detailed Plan | Incorporated few changes and review comments | Update |
| 8 / 6 | 26-JUL-2021 | Governance | Backup | Incorporated few changes and review comments | Add |
| 8 / 7 | 26-JUL-2021 | Governance | Backup | Incorporated few changes and review comments | Update |
| 8 / 8 | 26-JUL-2021 | Governance | Client Communication Channel | Incorporated few changes and review comments | Update |
| 8 / 9 | 26-JUL-2021 | Governance | Project Monitoring and Control Plan | Incorporated few changes and review comments | Update |
| 8 / 10 | 26-JUL-2021 | Governance | Project Monitoring and Control Plan | Incorporated few changes and review comments | Add |
| 8 / 11 | 26-JUL-2021 | Governance | Stakeholder Matrix | Incorporated few changes and review comments | Update |
| 8 / 12 | 26-JUL-2021 | Governance | Stakeholder Matrix | Incorporated few changes and review comments | Delete |
| 8 / 13 | 26-JUL-2021 | Governance | Stakeholder Matrix | Incorporated few changes and review comments | Add |
| 8 / 14 | 26-JUL-2021 | Quality Plan | Defect Prevention Plan | Incorporated few changes and review comments | Update |
| 8 / 15 | 26-JUL-2021 | Resources | Tools | Incorporated few changes and review comments | Delete |
| 8 / 16 | 26-JUL-2021 | Resources | Tools | Incorporated few changes and review comments | Update |
| 8 / 17 | 26-JUL-2021 | Quality Plan | Client specified | Incorporated few changes and review comments | Update |
| 8 / 18 | 26-JUL-2021 | Quality Plan | Metrics & Predictive Models Plan | Incorporated few changes and review comments | Update |
| 8 / 19 | 26-JUL-2021 | Resources | Training Plan | Incorporated few changes and review comments | Update |
| 8 / 20 | 26-JUL-2021 | Resources | Staffing Plan | Incorporated review comments for staffing plan | Update |
| 8 / 21 | 26-JUL-2021 | Resources | Training Plan | Updated details with course name | Add |
| 8 / 22 | 26-JUL-2021 | Project Process | Phase Plan | Updated the OPD. | Update |
| 8 / 23 | 26-JUL-2021 | Project Process | Phase Plan | Incorporated few changes and review comments | Add |
| 8 / 24 | 26-JUL-2021 | Project Process | Review Plan | Incorporated few changes and review comments | Add |
| 8 / 25 | 26-JUL-2021 | Governance | Role Management | Incorporated few changes and review comments | Add |
| 8 / 26 | 26-JUL-2021 | Governance | Project Hierarchy | Incorporated few changes and review comments | Update |
| 8 / 27 | 26-JUL-2021 | Resources | Staffing Plan | Incorporated few changes and review comments | Add |
| 8 / 28 | 26-JUL-2021 | Resources | IT Infrastructure Requirement | Incorporated few changes and review comments | Add |
| 8 / 29 | 26-JUL-2021 | Resources | IT Infrastructure Requirement | Incorporated few changes and review comments | Update |
| 8 / 30 | 26-JUL-2021 | Quality Plan | Objectives | Incorporated few changes and review comments | Update |
| 8 / 31 | 26-JUL-2021 | Quality Plan | Standards | Incorporated few changes and review comments | Delete |
| 8 / 32 | 26-JUL-2021 | Quality Plan | Standards | Incorporated few changes and review comments | Add |
| 8 / 33 | 26-JUL-2021 | Quality Plan | Standards | Incorporated few changes and review comments | Update |
| 8 / 34 | 26-JUL-2021 | Quality Plan | Client specified | Incorporated few changes and review comments | Delete |
| 8 / 35 | 26-JUL-2021 | Quality Plan | Client specified | Incorporated few changes and review comments | Add |
| 8 / 36 | 26-JUL-2021 | Quality Plan | Metrics & Predictive Models Plan | Incorporated few changes and review comments | Add |
| 8 / 37 | 26-JUL-2021 | Quality Plan | TCS Internal | Incorporated few changes and review comments | Add |
| 8 / 38 | 26-JUL-2021 | Quality Plan | Continuous Improvement | Incorporated few changes and review comments | Update |
| 8 / 39 | 26-JUL-2021 | Quality Plan | Reuse | Incorporated few changes and review comments | Update |
| 8 / 40 | 26-JUL-2021 | Quality Plan | Reuse | Incorporated few changes and review comments | Add |
| 8 / 41 | 26-JUL-2021 | Risk Management | Assumptions, Dependencies and Constraints | Incorporated few changes and review comments | Delete |
| 8 / 42 | 26-JUL-2021 | Risk Management | Assumptions, Dependencies and Constraints | Incorporated few changes and review comments | Update |
| 8 / 43 | 26-JUL-2021 | Risk Management | Risk Management Plan | Incorporated few changes and review comments | Update |
| 8 / 44 | 26-JUL-2021 | Risk Management | Business Continuity Plan | Incorporated few changes and review comments | Update |
| 8 / 45 | 26-JUL-2021 | Configuration Mgmt | Configuration Identification | Incorporated few changes and review comments | Update |
| 8 / 46 | 26-JUL-2021 | Configuration Mgmt | Change Management | Incorporated few changes and review comments | Update |
| 8 / 47 | 26-JUL-2021 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Update |
| 8 / 48 | 26-JUL-2021 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Add |
| 8 / 49 | 26-JUL-2021 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Delete |
| 8 / 50 | 26-JUL-2021 | Governance | Supplier Management Plan | Incorporated few changes and review comments | Update |
| 8 / 51 | 26-JUL-2021 | Configuration Mgmt | Code & Media Control | Incorporated few changes and review comments | Update |
| 8 / 52 | 26-JUL-2021 | Configuration Mgmt | Records Collection, Maintenance and Retention | Incorporated few changes and review comments | Update |
| 8 / 53 | 26-JUL-2021 | Configuration Mgmt | Traceability Strategy | Incorporated few changes and review comments | Update |
| 8 / 54 | 26-JUL-2021 | References | Documents | Incorporated few changes and review comments | Update |
| 8 / 55 | 26-JUL-2021 | Quality Plan | Objectives | Incorporated few changes and review comments | Delete |
| 8 / 56 | 26-JUL-2021 | Project Details | Objective, Scope and Contractual Commitments | Incorporated few changes and review comments | Add |
| 8 / 57 | 26-JUL-2021 | Resources | Staffing Plan | Incorporated team strength reduction | Add |
| 8 / 58 | 26-JUL-2021 | Governance | Project Monitoring and Control Plan | Updated project monitoring and control plan | Delete |
| 8 / 59 | 26-JUL-2021 | Resources | Staffing Plan | Incorporated team strength reduction | Update |
| 8 / 60 | 26-JUL-2021 | Governance | Role Management | Role details updated | Delete |
| 8 / 61 | 26-JUL-2021 | Project Details | Project Attributes | Updated Project related attributes | Add |
| 8 / 62 | 26-JUL-2021 | Quality Plan | Predictive Model | Updated Quality Plan | Add |
| 8 / 63 | 26-JUL-2021 | Quality Plan | Predictive Model | Updated Quality Plan | Update |
| 8 / 64 | 26-JUL-2021 | Quality Plan | Client specified | Deleted Client Specified Metrics | Delete |
| 8 / 65 | 26-JUL-2021 | Governance | Supplier Management Plan | UPP Updated | Add |
| 8 / 66 | 26-JUL-2021 | Governance | Backup | Updated Staffing Details,Project Delivery Date. Updated the steady state maintenance staff count | Update |
| 8 / 67 | 26-JUL-2021 | Governance | Supplier/ Sub-contractor Governance Plan | Updated details | Add |
| 8 / 68 | 26-JUL-2021 | Governance | Supplier/ Sub-contractor Governance Plan | Updated details | Update |
| 8 / 69 | 26-JUL-2021 | Project Details | Project Attributes | Updated details | Delete |
| 8 / 70 | 26-JUL-2021 | Risk Management | Risk Management Plan | Updated details | Add |
| 8 / 71 | 26-JUL-2021 | Project Details | Project Attributes | Updated details | Update |
| 8.1 / 1 | 02-SEP-2022 | Project Details | Objective, Scope and Contractual Commitments | Incorporated few changes and review comments | Update |
| 8.1 / 2 | 02-SEP-2022 | Project Details | Project Attributes | Incorporated few changes and review comments | Update |
| 8.1 / 3 | 02-SEP-2022 | Project Process | Review Plan | Incorporated few changes and review comments | Update |
| 8.1 / 4 | 02-SEP-2022 | Project Process | Test Plan | Incorporated few changes and review comments | Update |
| 8.1 / 5 | 02-SEP-2022 | Project Process | Detailed Plan | Incorporated few changes and review comments | Update |
| 8.1 / 6 | 02-SEP-2022 | Governance | Backup | Incorporated few changes and review comments | Add |
| 8.1 / 7 | 02-SEP-2022 | Governance | Backup | Incorporated few changes and review comments | Update |
| 8.1 / 8 | 02-SEP-2022 | Governance | Client Communication Channel | Incorporated few changes and review comments | Update |
| 8.1 / 9 | 02-SEP-2022 | Governance | Project Monitoring and Control Plan | Incorporated few changes and review comments | Update |
| 8.1 / 10 | 02-SEP-2022 | Governance | Project Monitoring and Control Plan | Incorporated few changes and review comments | Add |
| 8.1 / 11 | 02-SEP-2022 | Governance | Stakeholder Matrix | Incorporated few changes and review comments | Update |
| 8.1 / 12 | 02-SEP-2022 | Governance | Stakeholder Matrix | Incorporated few changes and review comments | Delete |
| 8.1 / 13 | 02-SEP-2022 | Governance | Stakeholder Matrix | Incorporated few changes and review comments | Add |
| 8.1 / 14 | 02-SEP-2022 | Quality Plan | Defect Prevention Plan | Incorporated few changes and review comments | Update |
| 8.1 / 15 | 02-SEP-2022 | Resources | Tools | Incorporated few changes and review comments | Delete |
| 8.1 / 16 | 02-SEP-2022 | Resources | Tools | Incorporated few changes and review comments | Update |
| 8.1 / 17 | 02-SEP-2022 | Quality Plan | Client specified | Incorporated few changes and review comments | Update |
| 8.1 / 18 | 02-SEP-2022 | Quality Plan | Metrics & Predictive Models Plan | Incorporated few changes and review comments | Update |
| 8.1 / 19 | 02-SEP-2022 | Resources | Training Plan | Incorporated few changes and review comments | Update |
| 8.1 / 20 | 02-SEP-2022 | Resources | Staffing Plan | Incorporated review comments for staffing plan | Update |
| 8.1 / 21 | 02-SEP-2022 | Resources | Training Plan | Updated details with course name | Add |
| 8.1 / 22 | 02-SEP-2022 | Project Process | Phase Plan | Updated the OPD. | Update |
| 8.1 / 23 | 02-SEP-2022 | Project Process | Phase Plan | Incorporated few changes and review comments | Add |
| 8.1 / 24 | 02-SEP-2022 | Project Process | Review Plan | Incorporated few changes and review comments | Add |
| 8.1 / 25 | 02-SEP-2022 | Governance | Role Management | Incorporated few changes and review comments | Add |
| 8.1 / 26 | 02-SEP-2022 | Governance | Project Hierarchy | Incorporated few changes and review comments | Update |
| 8.1 / 27 | 02-SEP-2022 | Resources | Staffing Plan | Incorporated few changes and review comments | Add |
| 8.1 / 28 | 02-SEP-2022 | Resources | IT Infrastructure Requirement | Incorporated few changes and review comments | Add |
| 8.1 / 29 | 02-SEP-2022 | Resources | IT Infrastructure Requirement | Incorporated few changes and review comments | Update |
| 8.1 / 30 | 02-SEP-2022 | Quality Plan | Objectives | Incorporated few changes and review comments | Update |
| 8.1 / 31 | 02-SEP-2022 | Quality Plan | Standards | Incorporated few changes and review comments | Delete |
| 8.1 / 32 | 02-SEP-2022 | Quality Plan | Standards | Incorporated few changes and review comments | Add |
| 8.1 / 33 | 02-SEP-2022 | Quality Plan | Standards | Incorporated few changes and review comments | Update |
| 8.1 / 34 | 02-SEP-2022 | Quality Plan | Client specified | Incorporated few changes and review comments | Delete |
| 8.1 / 35 | 02-SEP-2022 | Quality Plan | Client specified | Incorporated few changes and review comments | Add |
| 8.1 / 36 | 02-SEP-2022 | Quality Plan | Metrics & Predictive Models Plan | Incorporated few changes and review comments | Add |
| 8.1 / 37 | 02-SEP-2022 | Quality Plan | TCS Internal | Incorporated few changes and review comments | Add |
| 8.1 / 38 | 02-SEP-2022 | Quality Plan | Continuous Improvement | Incorporated few changes and review comments | Update |
| 8.1 / 39 | 02-SEP-2022 | Quality Plan | Reuse | Incorporated few changes and review comments | Update |
| 8.1 / 40 | 02-SEP-2022 | Quality Plan | Reuse | Incorporated few changes and review comments | Add |
| 8.1 / 41 | 02-SEP-2022 | Risk Management | Assumptions, Dependencies and Constraints | Incorporated few changes and review comments | Delete |
| 8.1 / 42 | 02-SEP-2022 | Risk Management | Assumptions, Dependencies and Constraints | Incorporated few changes and review comments | Update |
| 8.1 / 43 | 02-SEP-2022 | Risk Management | Risk Management Plan | Incorporated few changes and review comments | Update |
| 8.1 / 44 | 02-SEP-2022 | Risk Management | Business Continuity Plan | Incorporated few changes and review comments | Update |
| 8.1 / 45 | 02-SEP-2022 | Configuration Mgmt | Configuration Identification | Incorporated few changes and review comments | Update |
| 8.1 / 46 | 02-SEP-2022 | Configuration Mgmt | Change Management | Incorporated few changes and review comments | Update |
| 8.1 / 47 | 02-SEP-2022 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Update |
| 8.1 / 48 | 02-SEP-2022 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Add |
| 8.1 / 49 | 02-SEP-2022 | Configuration Mgmt | Software Repository Structure | Incorporated few changes and review comments | Delete |
| 8.1 / 50 | 02-SEP-2022 | Governance | Supplier Management Plan | Incorporated few changes and review comments | Update |
| 8.1 / 51 | 02-SEP-2022 | Configuration Mgmt | Code & Media Control | Incorporated few changes and review comments | Update |
| 8.1 / 52 | 02-SEP-2022 | Configuration Mgmt | Records Collection, Maintenance and Retention | Incorporated few changes and review comments | Update |
| 8.1 / 53 | 02-SEP-2022 | Configuration Mgmt | Traceability Strategy | Incorporated few changes and review comments | Update |
| 8.1 / 54 | 02-SEP-2022 | References | Documents | Incorporated few changes and review comments | Update |
| 8.1 / 55 | 02-SEP-2022 | Quality Plan | Objectives | Incorporated few changes and review comments | Delete |
| 8.1 / 56 | 02-SEP-2022 | Project Details | Objective, Scope and Contractual Commitments | Incorporated few changes and review comments | Add |
| 8.1 / 57 | 02-SEP-2022 | Resources | Staffing Plan | Incorporated team strength reduction | Add |
| 8.1 / 58 | 02-SEP-2022 | Governance | Project Monitoring and Control Plan | Updated project monitoring and control plan | Delete |
| 8.1 / 59 | 02-SEP-2022 | Resources | Staffing Plan | Incorporated team strength reduction | Update |
| 8.1 / 60 | 02-SEP-2022 | Governance | Role Management | Role details updated | Delete |
| 8.1 / 61 | 02-SEP-2022 | Project Details | Project Attributes | Updated Project related attributes | Add |
| 8.1 / 62 | 02-SEP-2022 | Quality Plan | Predictive Model | Updated Quality Plan | Add |
| 8.1 / 63 | 02-SEP-2022 | Quality Plan | Predictive Model | Updated Quality Plan | Update |
| 8.1 / 64 | 02-SEP-2022 | Quality Plan | Client specified | Deleted Client Specified Metrics | Delete |
| 8.1 / 65 | 02-SEP-2022 | Governance | Supplier Management Plan | UPP Updated | Add |
| 8.1 / 66 | 02-SEP-2022 | Governance | Backup | Updated Staffing Details,Project Delivery Date. Updated the steady state maintenance staff count | Update |
| 8.1 / 67 | 02-SEP-2022 | Governance | Supplier/ Sub-contractor Governance Plan | Updated details | Add |
| 8.1 / 68 | 02-SEP-2022 | Governance | Supplier/ Sub-contractor Governance Plan | Updated details | Update |
| 8.1 / 69 | 02-SEP-2022 | Project Details | Project Attributes | Updated details | Delete |
| 8.1 / 70 | 02-SEP-2022 | Risk Management | Risk Management Plan | Updated details | Add |
| 8.1 / 71 | 02-SEP-2022 | Project Details | Project Attributes | Updated details | Update |
| 8.1 / 72 | 02-SEP-2022 | Project Process | Define OPD | Updated Details | Add |
| 8.1 / 73 | 02-SEP-2022 | Configuration Mgmt | Configuration Identification | Updated details | Add |
| 8.2 / 1 | 31-JAN-2023 | Product Management And Solution Engeenering | Planning and Controls | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 2 | 31-JAN-2023 | Product Management And Solution Engeenering | Solution Engineering Activities | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 3 | 31-JAN-2023 | Product Management And Solution Engeenering | Architecture Strategy and Roadmap | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 4 | 31-JAN-2023 | Traceability Management | Traceability Management | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 5 | 31-JAN-2023 | Satkeholders & Governance | Stakeholder's Profile | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 6 | 31-JAN-2023 | Estimation Strategy | Estimation Strategy | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 7 | 31-JAN-2023 | Risk Management | Risk Management Plan | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 8 | 31-JAN-2023 | Satkeholders & Governance | Role Management | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 9 | 31-JAN-2023 | Satkeholders & Governance | Project Hierarchy | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 10 | 31-JAN-2023 | Satkeholders & Governance | Backup | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 11 | 31-JAN-2023 | Operational Demographic | Operational Demographic | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 12 | 31-JAN-2023 | Operational Demographic | Operational Demographic | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 13 | 31-JAN-2023 | Satkeholders & Governance | Project Hierarchy | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 14 | 31-JAN-2023 | Satkeholders & Governance | Backup | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 15 | 31-JAN-2023 | Satkeholders & Governance | Role Management | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 16 | 31-JAN-2023 | Satkeholders & Governance | Communication & Reporting | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 17 | 31-JAN-2023 | Satkeholders & Governance | Escalation Channels - For Customers | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 18 | 31-JAN-2023 | Satkeholders & Governance | Escalation Channels - For TCS Teams | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 19 | 31-JAN-2023 | Satkeholders & Governance | Communication & Reporting | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 20 | 31-JAN-2023 | Quantitative Management | Objectives | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 21 | 31-JAN-2023 | Quantitative Management | Standards | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 22 | 31-JAN-2023 | Quantitative Management | TCS Internal | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 23 | 31-JAN-2023 | Quantitative Management | Predictive Model | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 24 | 31-JAN-2023 | Quantitative Management | Defect Prevention Plan | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 25 | 31-JAN-2023 | Quantitative Management | Performance Improvement | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 26 | 31-JAN-2023 | Quantitative Management | Reuse | Revision is done based on latest Contract amendment. | Delete |
| 8.2 / 27 | 31-JAN-2023 | Quantitative Management | Reuse | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 28 | 31-JAN-2023 | Quantitative Management | Reuse | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 29 | 31-JAN-2023 | Configuration Management | Configuration Management | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 30 | 31-JAN-2023 | Security Management | Security Management | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 31 | 31-JAN-2023 | Building Agile/ DevOps Culture | Building Agile/ DevOps Culture | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 32 | 31-JAN-2023 | Knowledge Management | Knowledge Management | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 33 | 31-JAN-2023 | References | Documents | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 34 | 31-JAN-2023 | Quality Management | Test Strategy | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 35 | 31-JAN-2023 | Quality Management | Definition of Done (DoD) | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 36 | 31-JAN-2023 | Quality Management | Other Test Management Expectations | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 37 | 31-JAN-2023 | Quality Management | Other Test Management Expectations | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 38 | 31-JAN-2023 | Quality Management | Test Strategy | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 39 | 31-JAN-2023 | Quality Management | Definition of Done (DoD) | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 40 | 31-JAN-2023 | Quality Management | Review Plan | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 41 | 31-JAN-2023 | Operational Process Definition | Operational Process Definition | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 42 | 31-JAN-2023 | Resource | Staffing Plan | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 43 | 31-JAN-2023 | Resource | Staffing Plan | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 44 | 31-JAN-2023 | Resource | Training Plan | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 45 | 31-JAN-2023 | Resource | Training Plan | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 46 | 31-JAN-2023 | Resource | Tool Usage | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 47 | 31-JAN-2023 | Resource | Agile Work Place | Revision is done based on latest Contract amendment. | Add |
| 8.2 / 48 | 31-JAN-2023 | Resource | Agile Work Place | Revision is done based on latest Contract amendment. | Update |
| 8.2 / 49 | 31-JAN-2023 | Risk Management | Assumptions, Dependencies and Constraints | Revision is done based on latest Contract amendment. | Delete |
| 8.2 / 50 | 31-JAN-2023 | Operational Process Definition | Operational Process Definition | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 1 | 21-DEC-2023 | Product Management And Solution Engeenering | Planning and Controls | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 2 | 21-DEC-2023 | Product Management And Solution Engeenering | Solution Engineering Activities | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 3 | 21-DEC-2023 | Product Management And Solution Engeenering | Architecture Strategy and Roadmap | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 4 | 21-DEC-2023 | Traceability Management | Traceability Management | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 5 | 21-DEC-2023 | Satkeholders & Governance | Stakeholder's Profile | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 6 | 21-DEC-2023 | Estimation Strategy | Estimation Strategy | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 7 | 21-DEC-2023 | Risk Management | Risk Management Plan | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 8 | 21-DEC-2023 | Satkeholders & Governance | Role Management | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 9 | 21-DEC-2023 | Satkeholders & Governance | Project Hierarchy | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 10 | 21-DEC-2023 | Satkeholders & Governance | Backup | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 11 | 21-DEC-2023 | Operational Demographic | Operational Demographic | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 12 | 21-DEC-2023 | Operational Demographic | Operational Demographic | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 13 | 21-DEC-2023 | Satkeholders & Governance | Project Hierarchy | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 14 | 21-DEC-2023 | Satkeholders & Governance | Backup | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 15 | 21-DEC-2023 | Satkeholders & Governance | Role Management | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 16 | 21-DEC-2023 | Satkeholders & Governance | Communication & Reporting | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 17 | 21-DEC-2023 | Satkeholders & Governance | Escalation Channels - For Customers | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 18 | 21-DEC-2023 | Satkeholders & Governance | Escalation Channels - For TCS Teams | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 19 | 21-DEC-2023 | Satkeholders & Governance | Communication & Reporting | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 20 | 21-DEC-2023 | Quantitative Management | Objectives | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 21 | 21-DEC-2023 | Quantitative Management | Standards | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 22 | 21-DEC-2023 | Quantitative Management | TCS Internal | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 23 | 21-DEC-2023 | Quantitative Management | Predictive Model | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 24 | 21-DEC-2023 | Quantitative Management | Defect Prevention Plan | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 25 | 21-DEC-2023 | Quantitative Management | Performance Improvement | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 26 | 21-DEC-2023 | Quantitative Management | Reuse | Revision is done based on latest Contract amendment. | Delete |
| 8.3 / 27 | 21-DEC-2023 | Quantitative Management | Reuse | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 28 | 21-DEC-2023 | Quantitative Management | Reuse | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 29 | 21-DEC-2023 | Configuration Management | Configuration Management | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 30 | 21-DEC-2023 | Security Management | Security Management | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 31 | 21-DEC-2023 | Building Agile/ DevOps Culture | Building Agile/ DevOps Culture | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 32 | 21-DEC-2023 | Knowledge Management | Knowledge Management | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 33 | 21-DEC-2023 | References | Documents | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 34 | 21-DEC-2023 | Quality Management | Test Strategy | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 35 | 21-DEC-2023 | Quality Management | Definition of Done (DoD) | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 36 | 21-DEC-2023 | Quality Management | Other Test Management Expectations | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 37 | 21-DEC-2023 | Quality Management | Other Test Management Expectations | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 38 | 21-DEC-2023 | Quality Management | Test Strategy | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 39 | 21-DEC-2023 | Quality Management | Definition of Done (DoD) | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 40 | 21-DEC-2023 | Quality Management | Review Plan | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 41 | 21-DEC-2023 | Operational Process Definition | Operational Process Definition | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 42 | 21-DEC-2023 | Resource | Staffing Plan | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 43 | 21-DEC-2023 | Resource | Staffing Plan | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 44 | 21-DEC-2023 | Resource | Training Plan | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 45 | 21-DEC-2023 | Resource | Training Plan | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 46 | 21-DEC-2023 | Resource | Tool Usage | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 47 | 21-DEC-2023 | Resource | Agile Work Place | Revision is done based on latest Contract amendment. | Add |
| 8.3 / 48 | 21-DEC-2023 | Resource | Agile Work Place | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 49 | 21-DEC-2023 | Risk Management | Assumptions, Dependencies and Constraints | Revision is done based on latest Contract amendment. | Delete |
| 8.3 / 50 | 21-DEC-2023 | Operational Process Definition | Operational Process Definition | Revision is done based on latest Contract amendment. | Update |
| 8.3 / 51 | 21-DEC-2023 | Engagement & Contract | Engagement Profile | Revision is done based on latest Project scenarios. | Update |
| 8.3 / 52 | 21-DEC-2023 | Engagement & Contract | Key Milestones and Contractual Details | Revision is done based on latest Project scenarios. | Update |
| 8.3 / 53 | 21-DEC-2023 | Satkeholders & Governance | Supplier Management Plan | Revision is done based on latest Project scenarios. | Add |
| 8.3 / 54 | 21-DEC-2023 | Satkeholders & Governance | Escalation Channels - For Customers | Revision is done based on latest Project scenarios. | Update |
| 8.3 / 55 | 21-DEC-2023 | Satkeholders & Governance | Escalation Channels - For TCS Teams | Revision is done based on latest Project scenarios. | Update |
| 8.3 / 56 | 21-DEC-2023 | Satkeholders & Governance | Monitoring | Revision is done based on latest Project scenarios. | Update |
| 8.3 / 57 | 21-DEC-2023 | Resource | Infrastructure | Revision is done based on latest Project scenarios. | Update |
| 8.3 / 58 | 21-DEC-2023 | Resource | Tool Usage | Revision is done based on latest Project scenarios. | Update |
| 8.3 / 59 | 21-DEC-2023 | Risk Management | Assumptions, Dependencies and Constraints | Revision is done based on latest Project scenarios. | Update |
| 8.3 / 60 | 21-DEC-2023 | Risk Management | Risk Management Plan | Revision is done based on latest Project scenarios. | Add |
| 8.3 / 61 | 21-DEC-2023 | Risk Management | Business Continuity Plan | Revision is done based on latest Project scenarios. | Update |
| 8.3 / 62 | 21-DEC-2023 | Quality Management | Review Plan | Revision is done based on latest Project scenarios. | Update |
| 8.3 / 63 | 21-DEC-2023 | Quantitative Management | Standards | Revision is done based on latest Project scenarios. | Update |
| 8.3 / 64 | 21-DEC-2023 | Engagement & Contract | Key Milestones and Contractual Details | Revision is done based on latest Project scenarios. | Add |
| 8.4 / 1 | 19-JAN-2024 | Product Management And Solution Engeenering | Planning and Controls | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 2 | 19-JAN-2024 | Product Management And Solution Engeenering | Solution Engineering Activities | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 3 | 19-JAN-2024 | Product Management And Solution Engeenering | Architecture Strategy and Roadmap | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 4 | 19-JAN-2024 | Traceability Management | Traceability Management | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 5 | 19-JAN-2024 | Satkeholders & Governance | Stakeholder's Profile | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 6 | 19-JAN-2024 | Estimation Strategy | Estimation Strategy | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 7 | 19-JAN-2024 | Risk Management | Risk Management Plan | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 8 | 19-JAN-2024 | Satkeholders & Governance | Role Management | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 9 | 19-JAN-2024 | Satkeholders & Governance | Project Hierarchy | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 10 | 19-JAN-2024 | Satkeholders & Governance | Backup | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 11 | 19-JAN-2024 | Operational Demographic | Operational Demographic | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 12 | 19-JAN-2024 | Operational Demographic | Operational Demographic | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 13 | 19-JAN-2024 | Satkeholders & Governance | Project Hierarchy | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 14 | 19-JAN-2024 | Satkeholders & Governance | Backup | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 15 | 19-JAN-2024 | Satkeholders & Governance | Role Management | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 16 | 19-JAN-2024 | Satkeholders & Governance | Communication & Reporting | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 17 | 19-JAN-2024 | Satkeholders & Governance | Escalation Channels - For Customers | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 18 | 19-JAN-2024 | Satkeholders & Governance | Escalation Channels - For TCS Teams | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 19 | 19-JAN-2024 | Satkeholders & Governance | Communication & Reporting | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 20 | 19-JAN-2024 | Quantitative Management | Objectives | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 21 | 19-JAN-2024 | Quantitative Management | Standards | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 22 | 19-JAN-2024 | Quantitative Management | TCS Internal | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 23 | 19-JAN-2024 | Quantitative Management | Predictive Model | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 24 | 19-JAN-2024 | Quantitative Management | Defect Prevention Plan | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 25 | 19-JAN-2024 | Quantitative Management | Performance Improvement | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 26 | 19-JAN-2024 | Quantitative Management | Reuse | Revision is done based on latest Contract amendment. | Delete |
| 8.4 / 27 | 19-JAN-2024 | Quantitative Management | Reuse | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 28 | 19-JAN-2024 | Quantitative Management | Reuse | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 29 | 19-JAN-2024 | Configuration Management | Configuration Management | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 30 | 19-JAN-2024 | Security Management | Security Management | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 31 | 19-JAN-2024 | Building Agile/ DevOps Culture | Building Agile/ DevOps Culture | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 32 | 19-JAN-2024 | Knowledge Management | Knowledge Management | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 33 | 19-JAN-2024 | References | Documents | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 34 | 19-JAN-2024 | Quality Management | Test Strategy | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 35 | 19-JAN-2024 | Quality Management | Definition of Done (DoD) | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 36 | 19-JAN-2024 | Quality Management | Other Test Management Expectations | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 37 | 19-JAN-2024 | Quality Management | Other Test Management Expectations | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 38 | 19-JAN-2024 | Quality Management | Test Strategy | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 39 | 19-JAN-2024 | Quality Management | Definition of Done (DoD) | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 40 | 19-JAN-2024 | Quality Management | Review Plan | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 41 | 19-JAN-2024 | Operational Process Definition | Operational Process Definition | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 42 | 19-JAN-2024 | Resource | Staffing Plan | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 43 | 19-JAN-2024 | Resource | Staffing Plan | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 44 | 19-JAN-2024 | Resource | Training Plan | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 45 | 19-JAN-2024 | Resource | Training Plan | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 46 | 19-JAN-2024 | Resource | Tool Usage | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 47 | 19-JAN-2024 | Resource | Agile Work Place | Revision is done based on latest Contract amendment. | Add |
| 8.4 / 48 | 19-JAN-2024 | Resource | Agile Work Place | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 49 | 19-JAN-2024 | Risk Management | Assumptions, Dependencies and Constraints | Revision is done based on latest Contract amendment. | Delete |
| 8.4 / 50 | 19-JAN-2024 | Operational Process Definition | Operational Process Definition | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 51 | 19-JAN-2024 | Engagement & Contract | Engagement Profile | Revision is done based on latest Project scenarios. | Update |
| 8.4 / 52 | 19-JAN-2024 | Engagement & Contract | Key Milestones and Contractual Details | Revision is done based on latest Project scenarios. | Update |
| 8.4 / 53 | 19-JAN-2024 | Satkeholders & Governance | Supplier Management Plan | Revision is done based on latest Project scenarios. | Add |
| 8.4 / 54 | 19-JAN-2024 | Satkeholders & Governance | Escalation Channels - For Customers | Revision is done based on latest Project scenarios. | Update |
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| 8.4 / 56 | 19-JAN-2024 | Satkeholders & Governance | Monitoring | Revision is done based on latest Project scenarios. | Update |
| 8.4 / 57 | 19-JAN-2024 | Resource | Infrastructure | Revision is done based on latest Project scenarios. | Update |
| 8.4 / 58 | 19-JAN-2024 | Resource | Tool Usage | Revision is done based on latest Project scenarios. | Update |
| 8.4 / 59 | 19-JAN-2024 | Risk Management | Assumptions, Dependencies and Constraints | Revision is done based on latest Project scenarios. | Update |
| 8.4 / 60 | 19-JAN-2024 | Risk Management | Risk Management Plan | Revision is done based on latest Project scenarios. | Add |
| 8.4 / 61 | 19-JAN-2024 | Risk Management | Business Continuity Plan | Revision is done based on latest Project scenarios. | Update |
| 8.4 / 62 | 19-JAN-2024 | Quality Management | Review Plan | Revision is done based on latest Project scenarios. | Update |
| 8.4 / 63 | 19-JAN-2024 | Quantitative Management | Standards | Revision is done based on latest Project scenarios. | Update |
| 8.4 / 64 | 19-JAN-2024 | Engagement & Contract | Key Milestones and Contractual Details | Revision is done based on latest Project scenarios. | Add |
| 8.4 / 65 | 19-JAN-2024 | Satkeholders & Governance | Supplier Management Plan | Revision is done based on latest Contract amendment. | Update |
| 8.4 / 66 | 19-JAN-2024 | Quantitative Management | Predictive Model | Revision is done based on latest Contract amendment. | Update |
| 8.5 / 1 | 28-AUG-2024 | Product Management And Solution Engeenering | Planning and Controls | Revision is done based on latest Contract amendment. | Update |
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| 8.5 / 4 | 28-AUG-2024 | Traceability Management | Traceability Management | Revision is done based on latest Contract amendment. | Update |
| 8.5 / 5 | 28-AUG-2024 | Satkeholders & Governance | Stakeholder's Profile | Revision is done based on latest Contract amendment. | Update |
| 8.5 / 6 | 28-AUG-2024 | Estimation Strategy | Estimation Strategy | Revision is done based on latest Contract amendment. | Update |
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| 8.5 / 11 | 28-AUG-2024 | Operational Demographic | Operational Demographic | Revision is done based on latest Contract amendment. | Update |
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| 8.5 / 24 | 28-AUG-2024 | Quantitative Management | Defect Prevention Plan | Revision is done based on latest Contract amendment. | Add |
| 8.5 / 25 | 28-AUG-2024 | Quantitative Management | Performance Improvement | Revision is done based on latest Contract amendment. | Add |
| 8.5 / 26 | 28-AUG-2024 | Quantitative Management | Reuse | Revision is done based on latest Contract amendment. | Delete |
| 8.5 / 27 | 28-AUG-2024 | Quantitative Management | Reuse | Revision is done based on latest Contract amendment. | Add |
| 8.5 / 28 | 28-AUG-2024 | Quantitative Management | Reuse | Revision is done based on latest Contract amendment. | Update |
| 8.5 / 29 | 28-AUG-2024 | Configuration Management | Configuration Management | Revision is done based on latest Contract amendment. | Update |
| 8.5 / 30 | 28-AUG-2024 | Security Management | Security Management | Revision is done based on latest Contract amendment. | Update |
| 8.5 / 31 | 28-AUG-2024 | Building Agile/ DevOps Culture | Building Agile/ DevOps Culture | Revision is done based on latest Contract amendment. | Update |
| 8.5 / 32 | 28-AUG-2024 | Knowledge Management | Knowledge Management | Revision is done based on latest Contract amendment. | Update |
| 8.5 / 33 | 28-AUG-2024 | References | Documents | Revision is done based on latest Contract amendment. | Update |
| 8.5 / 34 | 28-AUG-2024 | Quality Management | Test Strategy | Revision is done based on latest Contract amendment. | Add |
| 8.5 / 35 | 28-AUG-2024 | Quality Management | Definition of Done (DoD) | Revision is done based on latest Contract amendment. | Add |
| 8.5 / 36 | 28-AUG-2024 | Quality Management | Other Test Management Expectations | Revision is done based on latest Contract amendment. | Add |
| 8.5 / 37 | 28-AUG-2024 | Quality Management | Other Test Management Expectations | Revision is done based on latest Contract amendment. | Update |
| 8.5 / 38 | 28-AUG-2024 | Quality Management | Test Strategy | Revision is done based on latest Contract amendment. | Update |
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| 8.5 / 40 | 28-AUG-2024 | Quality Management | Review Plan | Revision is done based on latest Contract amendment. | Add |
| 8.5 / 41 | 28-AUG-2024 | Operational Process Definition | Operational Process Definition | Revision is done based on latest Contract amendment. | Add |
| 8.5 / 42 | 28-AUG-2024 | Resource | Staffing Plan | Revision is done based on latest Contract amendment. | Add |
| 8.5 / 43 | 28-AUG-2024 | Resource | Staffing Plan | Revision is done based on latest Contract amendment. | Update |
| 8.5 / 44 | 28-AUG-2024 | Resource | Training Plan | Revision is done based on latest Contract amendment. | Add |
| 8.5 / 45 | 28-AUG-2024 | Resource | Training Plan | Revision is done based on latest Contract amendment. | Update |
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| 8.5 / 66 | 28-AUG-2024 | Quantitative Management | Predictive Model | Revision is done based on latest Contract amendment. | Update |
| 8.5 / 67 | 28-AUG-2024 | Operational Demographic | Operational Demographic | Revision is done based on latest updates in demography | Update |
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| 8.6 / 68 |  | Resource | Staffing Plan | Revision is done based on latest updates in demography and resource reshuffling | Update |
| 8.6 / 69 |  | Quantitative Management | TCS Internal | Revision is done based on latest updates in demography and resource reshuffling | Add |

This document and any revised pages are subject to document control. Please keep them up-to-date using the release notices from the distributor of the document.

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# **Engagement & Contract**

## **Engagement Profile**

|  |  |
| --- | --- |
| Engagement Name (ID) | *C-GCT-OPPM-FP19-OF-KOL-ENTS (103150)* |
| Customer Name | *Group Client - CITIGROUP* |
| IOU and Sub-IOU Name | *IS-BFSI-US-SE Banking and Asset Finance-Parent/IS-BFSI-US-SE Banking and Asset Finance Digital Wealth & Asset Finance 1.3* |
| Engagement Owner | *MR. GOURAB SAHA* |
| Engagement Classification | *EC2* |
| Engagement Delivery Unit | *Enterprise Solutions Unit-Parent* |
| Start Date (DD/MMM/YYYY) | *21-Oct-2013* |
| Planned End Date (DD/MMM/YYYY) | *31-Dec-2025* |

## **Project Details**

|  |  |
| --- | --- |
| Project Name (ID) | *Tools Maintenance & Support (800475972)* |
| Associated WONs | *20619874 (800475972)* |
| Customer Name | *Citibank, N.A. (800475972)* |
| IOU and Sub-IOU Name | *IS-BFSI-US-SE Banking and Asset Finance-Parent / IS-BFSI-US-SE Banking and Asset Finance Digital Wealth & Asset Finance 1.3 (800475972)* |
| Project location | *India - India - West Bengal - Kolkata (800475972)* |
| Service Lines | *Oracle (800475972)* |
| Applicable Domain(s) |  |
| Contract Type | *Turnkey (800475972)* |
| Engagement/ Project scope | *TCS will provide Support, Business Analysis and Design, Maintenance, Enhancement, Testing and Release Management services for different tools, pursuant to which TCS is to be paid a fixed monthly fee for performing the Services and delivering the Deliverables in conformance with the Acceptance criteria. The services and Deliverables shall comply with the requirements of Citi's SDLC process and templates, and TCS will use the existing Citi estimation templates and guidelines to qualify E1 and E2 estimates. All references herein to "Applications" shall mean the applications supporting the Citi's LOB.* |
| Engagement objective | *TCS is currently providing maintenance and support services for different applications in Demand and Finance area through a co-managed services Work Order. Apart from Maintenance and Application Support, there is a dedicated team that is responsible to onboard and implement new tools in CITI PBWM Area. The team operates in two sub-groups (Product Subject Matter Expert and Process Subject Matter Expert) and perform feasibility analysis, execute a POC, and then implement new tools to address business challenges. Through this work order, Citi and TCS have agreed to expand the services to few more new tools recently. CITI will continue to provide necessary infrastructure facilities, software, hardware and access facilities to TCS in a manner consistent with the current provision by TCS.* |
| Strategic importance, if any |  |
| Engagement exclusions | *Following are considered as out of scope: 1. Business process re-engineering (BPR), Organization restructuring and any other organizational changes 2. Hardware environment, architectural, database support 3. Start-up , shutdown of the server or back up of the operating system and the file system 4. Management of data center-server hosting and maintenance, system administration, back up and recovery, network and infrastructure security 5. Patch analysis and failed patch troubleshooting will be done by Infrastructure Support team.* |
| Product vision |  |
| Software Risk | *Low Risk Application (800475972)* |
| Start date (DD/MMM/YYYY) | *01-Jan-2024 (800475972)* |
| End date (DD/MMM/YYYY) | *31-Dec-2025 (800475972)* |

## **Key Milestones and Contractual Details**

|  |  |  |
| --- | --- | --- |
| Key Milestones | Milestone Date | Periodicity |
| *$##$MILESTN$##$* |  |  |

|  |  |
| --- | --- |
| Incentives | *Increase in Total Contract Value after yearly Contract renewal* |
| Penalty Clauses | *Not Applicable* |

|  |  |
| --- | --- |
| Contractual Commitment / Agreement | Commitment Type |
| BCP and COB - GCT CTO Project Management and Financial Analysis | Business Continuity and Disaster Recovery |

**Attachment : COB\_Email\_2025.pdf**

|  |  |
| --- | --- |
| Data Privacy | |
| Does the engagement / project handle personal data? | *No* |
| Data Privacy Plan |  |
| Location / Path of Data Privacy Requirements Template |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Service Type | Scope of Services (include systems and location (if any)) | Availability Requirements | Response SLA | Resolution SLA | Point of Contact (Role) |
| *$##$SERVCATLOG$##$* |  |  |  |  |  |

# **Stakeholders’ Profile**

|  |  |  |
| --- | --- | --- |
| Stakeholders | TCS/ Customer | Key Expectations/ Involvement |
| Admin Group | TCS | 1. Provides, Maintains and supports facilities like work place allocation, transportation, equipment(s) and so on 2. Facilitates domestic/ overseas travel |
| Audit & Compliance Manager | TCS | As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |
| Client Partner (CP) | TCS | As defined in "QUALITY MANUAL (QM) --> SECTION 3 QUALITY MANAGEMENT --> 3.1 Responsibility and Authority" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=Quality\_Manual\_Management |
| Crisis Management Lead | TCS | As defined in "QUALITY MANUAL (QM) --> SECURITY AND BUSINESS CONTINUITY - ROLES AND RESPONSIBILITIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=Security\_and\_Business\_Continuity\_Roles\_and\_Responsibilities |
| Defect Prevention(DP) Prime | TCS | As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |
| Delivery Excellence Group (DEG) | TCS | As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |
| Delivery Excellence Partner (DEP) | TCS | As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |
| Delivery Partner (DP) | TCS | As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |
| Domain/ Practice Lead | TCS | 1. Ensures statutory and regulatory requirements applicable to the domain are shared with the projects 2. Supports competency building through industry specific certifications and domain training |
| Engagement Owner (EO) | TCS | (1) Implements iQMS in the engagement. (2) Manages engagement as per plan. (3) Coordinates customer related activities including acceptance of the deliverables. (4) Tailors the OPD for the engagement. (5) Reports progress against the plan. (6) Identifies problems related to the engagement and iQMS implementation. (7) Collects and analyses the product and process metrics. (8) Initiates corrective actions. (9) Shares knowledge. (10) Ensures compliance to security requirements. As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project / Engagement https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |
| Human Resource | TCS | 1. Creates awareness of workforce practices documented in iQMS 2. Facilitates deployment of HR policies and procedures 3. Conducts associate satisfaction surveys and addresses dissatisfaction, if any4. Executes personal security processes5. Supervises associate's performance appraisal process |
| IOU/ Unit Head | TCS | As defined in "QUALITY MANUAL (QM) --> SECTION 3 QUALITY MANAGEMENT --> 3.1 Responsibility and Authority" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=Quality\_Manual\_Management |
| Information Security Manager | TCS | As defined in "QUALITY MANUAL (QM) --> SECURITY AND BUSINESS CONTINUITY - ROLES AND RESPONSIBILITIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=Security\_and\_Business\_Continuity\_Roles\_and\_Responsibilities |
| Knowledge Officer (KO) | TCS | As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |
| Module Leader (ML) | TCS | As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |
| PI Officer | TCS | As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |
| Project Manager (PM) | TCS | As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |
| Resource Management Group | TCS | 1. Processes the project's human resource requirements, maps the requirements to skills availability and coordinates skills enhancements, if required. 2. Facilitates, location wise talent availability and deployment. |
| Service Delivery Owner (SDO) | TCS | 1. Ensures that service requirements are met; 2. Supports IT infrastructure needs of the project; 3. Allocates hardware and software resources to the projects. |
| Talent Development Group | TCS | 1. Evaluates TD needs. 2. Designs, develops and deploys TD programs meeting project needs. 3. Evaluates TD effectiveness;>Processes training waiver request, as appropriate. |
| Tech Communication Group | TCS | As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |
| Technology Head | TCS | As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |

# **Operating Model/ Operational Process Definition (OPD)**

## **Engagement Organization Structure**

**ORGSTRUCTIMG**

## **Location Independent Agile Team Organization**

|  |  |
| --- | --- |
| Roles | Key Responsibilities |
| Delivery Partner (DP) | As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |
| Development Team/ Team |  |
| Engagement Owner (EO) | (1) Implements iQMS in the engagement. (2) Manages engagement as per plan. (3) Coordinates customer related activities including acceptance of the deliverables. (4) Tailors the OPD for the engagement. (5) Reports progress against the plan. (6) Identifies problems related to the engagement and iQMS implementation. (7) Collects and analyses the product and process metrics. (8) Initiates corrective actions. (9) Shares knowledge. (10) Ensures compliance to security requirements. As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project / Engagement https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |
| Project Manager (PM) | As defined in "QUALITY MANUAL (QM) --> QUALITY MANAGEMENT - FRAMEWORK AND POLICIES --> SECTION 2 RESPONSIBILITY AND AUTHORITY" and applicable in Project context - https://iqmskm.ultimatix.net/km/index.php?title=QM\_Responsibility\_And\_Authority |
| Scrum Master (SM) |  |
| Tech Lead |  |

## **Operational Demographic**

|  |  |  |
| --- | --- | --- |
| Parameter | Value | Details/ Remarks |
| No. of scrum teams (total) working for the same Product/ Product line/ MVP (Minimum Viable Product) | 3 | Tools Support |
| No. of scrum teams (TCS) | 3 | Tools Support |
| No. of associates per (TCS) scrum team | 4 | Working for multiple tools |
| No. of Team locations | 6 | Jacksonville, Irving (USA), Kolkata, Hyderabad, Pune (India), Toronto (Canada) |
| No. of Time Zones | 3 | IST, CST and EST |
| Location independent agile (LIA) model | In place | In place |
| Maximum overlapping period among all time zones | 2-3 Hours | Associates do have a overlap of 2-3 hours to hand over work from offshore to onshore |
| Iteration time-box (in weeks/ days) | 20 Working days | 4 Weeks Sprint is followed |
| Iteration-0 time-box (in weeks/ days) | NA | NA |
| No. of releases, if applicable |  |  |
| No. of iterations per release, if applicable |  |  |
| Cadence (if any) after how many iterations? |  |  |

## **Project Location**

|  |  |
| --- | --- |
| Location (Country/ City) | Nature of Work |
| India - India - Tamil Nadu - Thoraipakkam |  |
| India - India - West Bengal - Kolkata |  |
| India - India - Telangana - Hyderabad |  |
| Americas - United States - Florida - Jacksonville |  |
| Americas - United States - Texas - Irving |  |
| Americas - United States - South Dakota - Sioux Falls |  |
| Ibero America - Mexico - Mexico - Mexico city |  |
| Ibero America - Mexico - Jalisco - Zapopan |  |
| Ibero America - Colombia - Bogota - Bogota |  |
| Americas - Canada - Ontario - Toronto |  |
| India - India - Maharashtra - Pune |  |

## **Product Management Planning and Controls**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Agile Practices/ Events | When? | Day of Iteration? | Duration | Mandatory Participants |
| Product conceptualization (Epic/ Features) | Grooming | 5 | 1 Week | Product Owner, TCS DEV team |
| Product release planning |  |  |  |  |
| Story workshop |  |  |  |  |
| Backlog creation | Throughout Sprint | NA | NA | Product Owner, TCS DEV team |
| Backlog churning and Refinement, Story elicitation | Sprint Planning | Monday once in the month | 2 hours | Product Owner, TCS DEV team |
| Iteration planning | Sprint Planning | Monday once in the month | 2 hours | Product Owner, TCS DEV team |
| Daily standup | Daily | Every Weekday | 20-30 minutes | TCS DEV team |
| Scrum of Scrum |  |  |  |  |
| Review iteration planning |  |  |  |  |
| Review interim work progress |  |  |  |  |
| Interim Product Demo |  |  |  |  |
| Product Demo | Sprint Planning | After Development is completed | 1 hour | TCS DEV team, Product Stakeholders |
| Cadence/ Hardening |  |  |  |  |
| Release Demo |  |  |  |  |
| Look-ahead/ forward planning | Sprint Planning | Monday once in the month | 2 hours | Product Owner, TCS DEV team |
| Iteration retrospective | Sprint Retrospective | Once in every month | 1 hour | TCS Scrum team |
| Release retrospective |  |  |  |  |

**PLANCONTRLIMG**

## **Agile and DevOps Engineering (Activities/ Tasks)**

|  |  |  |  |
| --- | --- | --- | --- |
| DevOps Engineering Activities | Applicable? | When? | Tailoring |
| Spikes |  |  |  |
| Initial/ baseline architecture | N | NA | NA |
| Continuous/ evolutionary architecture | N | NA | NA |
| Just enough design |  |  |  |
| Emergent design | N | NA | NA |
| Continuous Prototyping | N | NA | NA |
| Common Source Control | N | NA | NA |
| Test Driven Development (TDD) | N | NA | NA |
| Unit Testing (Automated) | N | NA | NA |
| Build Automation | N | NA | NA |
| Private/ local build |  |  |  |
| Continuous Integration (CI) | N | NA | NA |
| Static Code Analysis (SCA) | N | NA | NA |
| Refactoring |  |  |  |
| Pair programming |  |  |  |
| Artefact repository | N | NA | NA |
| Environment provisioning |  |  |  |
| Artefact deployment to Test/ other environments | N | NA | NA |
| Test automation | Y | Throughout Sprint | Test Automation is in place for tools in support. |
| Functional Testing | Y | Throughout Sprint | Functional testing of tools before releasing the same to UAT testers. |
| Regression Testing | N | NA | NA |
| Non Functional Testing | N | NA | NA |
| Acceptance Testing |  |  |  |
| Release build/ Production Deployment | N | NA | NA |

**SOLUTNENGIMG**

## **Tools usage**

|  |  |  |
| --- | --- | --- |
| Usage Category | Customer Provided Tool Names | |
| **Open Sourced** | **Licensed** |
| Product/ Backlog Management | JIRA | As per customer License policy |

|  |  |  |  |
| --- | --- | --- | --- |
| Usage Category | TCS Provided Tool Names | | |
| **Standard Operating Environment** | **Open Sourced** | **Licensed** |
| Product/ Backlog Management | NA | NA | NA |

## **List of artefacts (work items and deliverables)**

|  |  |  |
| --- | --- | --- |
| OPD Name | OPD Scope | Associated Project Name (ID) |
| OPD Tools Maintenance And support | Support | Tools Maintenance & Support (800475972) |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| OPD Name | TimeBox | Artefact/ Work items | Deliverable | Configurable | Review Type | Artefact Location |
| OPD Tools Maintenance And support | Project Startup | Unified Project Plan | N | N | IQA |  |
| OPD Tools Maintenance And support | Project Startup | User Stories | N | N | IQA |  |
| OPD Tools Maintenance And support | Steady State Maintenance/ Support | PROJECT SUPPORT | N | N | Tech Comm |  |
| OPD Tools Maintenance And support | Steady State Maintenance/ Support | PROJECT DOCUMENTS | Y | Y | IQA |  |
| OPD Tools Maintenance And support | Steady State Maintenance/ Support | INDUCTION MANUAL | Y | Y | IQA |  |
| OPD Tools Maintenance And support | Project Windup | PROJECT DOCUMENTS | Y | Y | IQA |  |

## **Operational Process Definition (OPD)**

Refer **Appendix A** for OPD construction.

# **Workforce/ Team Planning**

## **Staffing Plan**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Location | Competency | Level | Associate Count |
| Development Team/ Team | India - India - West Bengal - Kolkata | CITI Tools, Front End technologies like Java, .NET, Python, Database | E2 | 2 |
| Development Team/ Team | India - India - Telangana - Hyderabad | CITI Tools, Front End technologies like Java, .NET, Python, Database | E2 | 2 |
| Tech Lead | Americas - Canada - Ontario - Toronto | Agile methodology, CITI Tools, Front End technologies like Java, .NET, Database | E2 | 1 |
| Tech Lead | Americas - United States - Florida - Jacksonville | CITI Tools, EDW Reporting, Project Management Activities | E2 | 1 |
| Tech Lead | Americas - United States - Texas - Irving | Jira, Project Management Activities | E2 | 1 |
| Tech Lead | India - India - West Bengal - Kolkata | CITI Tools, Front End technologies like Java, .NET, Python, Database | E2 | 1 |
| Development Team/ Team | India - India - Maharashtra - Pune | CITI Tools, Front End technologies like Java, .NET, Python, Database | E2 | 1 |

**STAFFPLANIMG**

## **Training Plan**

|  |  |  |  |
| --- | --- | --- | --- |
| Area of Training/Course | Training Mode | Duration | Roles to be Trained |
| JIRA and FutureX Tools | Virtual training | Hourly | Developers |

**TRAINPLANIMG**

# **Agile Work place and Infrastructure Planning**

## **Agile Work place**

|  |  |
| --- | --- |
| ADC Capabilities | Number |
| Audio Conferencing | 1 |

## **Environment and Infrastructure**

|  |  |  |
| --- | --- | --- |
| Environment | Infrastructure Requirements | TCS/ Customer provided? |
| Production | As per CITI Provided architecture | Customer Provided |

# **Measurement Planning and Reporting**

|  |  |
| --- | --- |
| Quality Factor | Quality Objective |
| Customer Satisfaction | Improve customer satisfaction |
| Schedule | Deliver on time |
| Cost | Deliver within budget |
| Quality | Deliver with high quality |
| Improvement | Drive Continuous Improvement |
| SLA compliance | Ensure incidents are acknowledged and resolved within the defined SLA and OLA targets and as agreed by client |
| Application | Ensure Application Availability |

## **Client Specified**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| SubProcess | Metrics | Unit | Targets | Collection Mechanism | Frequency Analysis | Analysis Method Project level |
| End Customer feedback process | End-Customer CSAT | Number |  | PWB | Quarterly | Trend analysis |
| End Customer feedback process | End-Customer NPS | Number |  | PWB | Quarterly | Trend analysis |
| Business Sub Process | Relevant Business Transaction Volume | Number |  | PWB | Quarterly | Trend analysis |
| Release Execution | Time to Market | Days |  | PWB | Quarterly | Trend analysis |

## **TCS Internal**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| SubProcess | Metrics | Unit | Targets | Collection Mechanism | Frequency Analysis | Analysis Method Project level |
| Incident Resolution | Sev3 MTTR | Ratio | Project Specific | UMP | Monthly | Trend analysis |
| Managing Product Quality | Defect free deliveries (monthly) | % | DU PCB | UMP | End of delivery (monthly) | Analysis against RAG criteria/ Run chart for maintenace projects/ Control chart for agile projects |
| Internal Verification | Total Defect Containment Effectiveness | percentage | PRIME | UMP | End of release/iteration/project | Analysis against RAG criteria |
| Managing Product Quality | Defect free deliveries (Cumulative) | percentage | PRIME | UMP | Monthly | Analysis against RAG criteria |
| Incident Resolution | Sev4 MTTR | Ratio | Project Specific | UMP | Monthly | Trend analysis |
| Incident Resolution | Sev1 MTTR | Ratio | Project Specific | UMP | Monthly | Trend analysis |
| Managing Product Quality | Total Defect Containment Effectiveness for CR | % | PRIME | UMP | After every CR acceptance | Trend analysis |
| Effort Estimation | Maintenance Effort Slippage | % | DU PCB | UMP | End of each phase / CR closure | Control Chart |
| Schedule Estimation | End Timeliness | % | DU PCB | UMP | Monthly for deliveries made | Analysis against RAG criteria |
| Managing Review Quality | Code Review Effectiveness | percentage | DU PCB | UMP | End of unit testing | Control chart |
| Cost Estimation | % On Budget (project-end) | percentage | PRIME | UMP | End of project | Analysis against RAG criteria |
| Managing Review Quality | End-End Review Effectiveness | percentage | DU PCB | UMP | End of release/iteration/project | None |
| Managing Product Quality | Acceptance Defect Density | Defects per Size | Defect Prediction Model | UMP | Monthly | Analysis against targets |
| Schedule Estimation | Maintenance Schedule Slippage | % | DU PCB | UMP | End of each phase or CR (calculated for every phase or CR for which estimation exists) | Control Chart |
| Cost Containment | % Cost of Quality Effort (Maintenance) | percentage | PRIME | UMP | Project level -Monthly, OU level quarterly consolidation | Trend analysis |
| Cost Estimation | % On Budget (milestones) | percentage | PRIME | UMP | End of milestone/phase/CR Closure | Trend analysis |
| Managing Rework Cost | % Rework Effort (Maintenance) | percentage | PRIME | UMP | Project level -Monthly, OU level quarterly consolidation | Analysis against RAG criteria |
| Incident Resolution | Sev2 MTTR | Ratio | Project Specific | UMP | Monthly | Trend analysis |
| Managing Productivity | Productivity-AO | Ratio | iEST-productivity baselines | UMP | Monthly/ Quarterly | Trend analysis with respect to Organization level benchmark |
| Incident Resolution | %Reopened Incidents | % | DU PCB(if available) | UMP | Monthly | Analysis against client targets |
| All Sub-Process under SLA | % SLA Parameters Met | % | Project specific | UMP | Monthly | Trend chart |
| Schedule Estimation | % On Time Delivery | % | DU PCB | UMP | Monthly, End of project | Analysis against RAG criteria |

## **Predictive Model**

|  |  |
| --- | --- |
| Quality Objective | Predictive Model |
| Deliver on time | Incident Arrival Rate Prediction Model |

# **Communication, Reporting, Review and Governance**

## **Customer Communication and Reporting**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name/ Type | Mode | Frequency | Key Information | Recipients |
| Project Delivery Report | Email | Weekly | 1. ProjectsUser stories planned and delivered to UAT 2. Requirements delivered to PROD 3. INC metricsDefect metrics 4. Achievements and appreciations – Can include critical deliveries, brown bang sessions conducted, POCs and new Technical initiatives proposed and implemented 5. Risks 6. RTO Metrics 7. MLT completion statusExternal certification status 8. Any other highlights | Account Delivery Manager |

## **Escalation Channel - For Customers**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Severity | 1st Escalation level | | 2nd Escalation level | | 3rd Escalation level | |
| **Name & Email ID** | **Escalation time  (hrs)** | **Name & Email ID** | **Escalation time  (hrs)** | **Name & Email ID** | **Escalation time  (hrs)** |
| Critical/Fatal/Severity 1 | XXXX | 6 | XXXX | 24 | XXXX | 48 |
| Major/ Severity 2 | XXXX | 10 | XXXX | 38 | XXXX | 64 |
| Severity 3 | XXXX | 24 | XXXX | 48 | XXXX | 72 |

## **Escalation Channel - For TCS Teams**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Severity | 1st Escalation level | | 2nd Escalation level | | 3rd Escalation level | |
| **Name & Email ID** | **Escalation time  (hrs)** | **Name & Email ID** | **Escalation time  (hrs)** | **Name & Email ID** | **Escalation time  (hrs)** |
| Critical/Fatal/Severity 1 | XXXX | 6 | XXXX | 24 | XXXX | 48 |
| Major/ Severity 2 | XXXX | 10 | XXXX | 38 | XXXX | 64 |
| Severity 3 | XXXX | 24 | XXXX | 48 | XXXX | 72 |

## **Governance and Reviews**

## **Project Monitoring & Control Plan**

Project will monitor work and product (increment) progress on a real-time basis and will make the progress visible to all stakeholders using visual radiators like electronic wall, digital Kanban, SCRUM board, JIRA tool and so on. Project will use various practices like daily stand-ups, scrum of scrum, impediment log, burndown charts, velocity charts etc. to monitor progress and course correct. Project will have interim and regular demonstration of work increment to Product owners/ Users. The Project management review will be carried out by the IOU as per the PMR calendar. In addition, the project will be audited as per the audit calendar.

## **Project Review, Audit & Governance**

|  |  |  |  |
| --- | --- | --- | --- |
| Review Organization | Periodicity | Review Objective | Participants |
| PMR by TCS management | Half Yearly | Project performance, issues, risks, escalations, plan for next quarter etc |  |
| Audit by Internal Auditors | Half Yearly | Process compliance |  |

# **Risk Management**

|  |
| --- |
| Assumptions |
| a) Adequate hardware and software resources will be available |
| b) Resource requirement will be met in time as per required expertise |
| c) Link will be up during the support hours |

|  |
| --- |
| Dependencies |
| a) Availability of the communication link for delivery transmissions, otherwise this will impact the Schedule |
| b) To meet the technology expertise, availability of proper resources |
| c) Communication between different Stakeholders to get work done |

|  |
| --- |
| Constraints |
| a) Resourcing attrition is a constraint for new Tools and technologies implementation. |

## **Risk & Opportunity Management Plan**

**Risk & Opportunity Register**

|  |  |
| --- | --- |
| **Risk and Opportunity Identification and Tracking are done in Prime (Y/N)** | Y |
| **The location/path of the project Risk register if maintained offline** |  |
| **The location/path of the Project opportunity register if maintained offline** |  |

## **Business Continuity Plan**

|  |  |
| --- | --- |
| Business Continuity Plan | The Business Continuity Plan will be prepared at the Relationship level, covering all projects of the Relationship,as per the Business Continuity Management process TCS-SE-010 (Refer Enterprise Process Web) and will be under Document Control. The relationship level BCP can be referred at <server/location> |
| BCP of project covered in the Relationship BCP ? <Answer Yes or No> | Yes |
| If "Yes", provide the Service/Sub-service(s) name and corresponding RTO(s) for this project (from Relationship BCP): | Production Supp - Trading, RTO- 30 days. No risk identified from earlier drills. the contract in compliant with Account level BCP as well as DOA and Call tree drills. |
| If "No", project is required to use the Rplanner tool for preparing project specific separate BCP plan. If it is not applicable/required, provide justification: |  |
| Number of seats required at alternate site (if any) | 2 |

# **Estimation**

User Story based Estimation following Customer review. No specific tool is in use for estimation.

**ESTIMATIONIMG**

# **Architecture Strategy and Roadmap**

|  |  |
| --- | --- |
| Architectural expectations | How engagement plans to implement respective controls |
| What architecture and design principles/ patterns will be used? | As discussed with CITI Architects |
| What the initial (baseline) architecture will cover and how it will then be evolved as evolutionary architecture during iteration planning and execution? | NA |
| What initial/ just enough design will be done and how rest of the design with emerge during iteration planning and execution? | Based on User Story Grooming |
| How architecture will support selection of tech stack and tools? | Will be decided based on discussion with Architecture team |
| How architecture will support DevOps implementation and product deployment in live environment? | Will be decided based on discussion with Architecture team |
| How data architecture/ data model will evolve? | Will be decided based on discussion with Architecture team |
| How architecture will support all required data ingestion and processing/ manipulation? | Will be decided based on discussion with Architecture team |
| How architecture will fulfil NFR expectations (including performance, security, regulatory, BCP/ DR and cross cutting concerns? | Will be decided based on discussion with Architecture team |
| What modelling tools (domain model, class diagram, sequence diagram, state diagram, wireframe etc.) will be used and when to support architecture and design evolution? | Will be decided based on discussion with Architecture team |
| What are the possible candidates for continuous prototyping (UI, navigations etc.)? | Will be decided based on discussion with Architecture team |
| How it will co-exist and communicate with other system/ sub-systems/ products and interfaces? | Will be decided based on discussion with Architecture team |
| What security controls will be enabled to make it a secured architecture during its evolution? | Will be decided based on discussion with Architecture team |

**ARCHROADMAPIMG**

# **Traceability**

|  |  |
| --- | --- |
| Type of Traceability | How engagement plans to implement (including tools) and maintain the traceability |
| Vertical Traceability | Each tool has its own documentation saved in Client Share point location for readily accessibility |
| Horizontal Traceability | NA |
| NFR Traceability | NA |

**TRACEMGIMG**

# **Configuration Management**

|  |  |
| --- | --- |
| Configuration management expectations | How are engagement plans going to implement (including tools) respective controls |
| List of configurable work items (PP2010) that will be SCM controlled [Note: Team will maintain single current version (visible to all team/ associates) and will promote collective code/ artefact ownership via usage of suitable SCM tool (or equivalent control). Access control for SCM tool will be applicable for Configurable items, as well] | NA |
| What is the criteria for baselining (PP2010) configuration items including code base? [Note: By default it will be end of each iteration] | End of Each iteration |
| What branching (from mainline/ trunk) mechanism (release/ iteration/ feature etc.), project will follow? What criteria will be fulfilled to merge changes to mainline/ trunk? [Note: This has to cater to scenarios, when multiple teams working across locations] | Iteration |
| How frequently, the branches would be reconciled/ refreshed with the mainline? If there is any conflict (between the branch and mainline version), how that would be detected/ reported and resolved? Who (role) will ensure this? [Note: Integrity of CI will be maintained by having a single current version in SCM tool. Refer PP2030 for CI control and reporting] | Developers will take care of this in every sprint |
| How configuration requirements of various environments (Development, Integration, QA/ Test, Staging/ Pre-Prod etc.) will be determined and baselined/ maintained | Through Configuration Manager |
| Does Agile team maintain (custodian) any software/ tool etc.? If yes, please mention the library/ location of these | JIRA |
| What is the Business Continuity expectation, as per contract and how will this be maintained? | As per BCP policy agreed with Customer |
| What is the strategy for maintaining backup of all engagement information and artefacts that are not maintained in Customer environment? [Note: Refer, �Information Backup� section of Security Requirements (TCS-iQMS-007). This must support BCP/DR strategy, as well] | TCS Internal |

**CONFMGMTIMG**

# **Product Quality and Security Management**

## **Review/ Inspection**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| TimeBox (TB) | Artefact/Work Items | Reviewer Type | Review Objective/ scope | Sampling criteria, if any | Coverage % |
| Steady State Maintenance/ Support | Project Support | Tech Comm | User Stories review and grooming in Scrum call |  | 100% |
| Project Startup | Unified Project Plan | IQA | UPP updation needed as part of contract amendment |  | 100% |
| Project Windup | Project Documents | IQA | Application decommission plan review and approval along with CSI retirement |  | 100% |
| Steady State Maintenance/ Support | Project Documents | IQA | Doucments review and upload in Customer provided location |  | 100% |
| Steady State Maintenance/ Support | Induction Manual | IQA | Initial induction and KT plan to new associates |  | 100% |
| Project Startup |  | IQA | Contract Set up and UPP update |  | 100% |

**Final Inspection**

Submitted every month based on BAU Incidents

## **Test Management**

**Test Strategy**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Type of Testing | In-scope/ Applicable area | Automation opportunity | Tool usage | When in Build-CI-CD Pipeline? | Environment |
| Automation Testing | Tools | Yes | Jenkins | NA | QA/ Test |

**Definition of Done (DoD)**

|  |  |
| --- | --- |
| DoD Control/ Check-point | Applicability/ Level |
| Based on JIRA User Story Acceptance Criteria for each User Story | Backlog Item/Story |

**Other Test Management Expectations**

|  |  |
| --- | --- |
| Area of Test Management | Description |
| Test Design | Designed as per CITI Test Manager |
| Test Data Management | Test Data creation is done by testers in conformance with Test Manager |
| Other Testing | Unit testing and system testing are also part of the test cycle |
| Testing Roles and Responsibilities | QA testers perform automated testing using Jenkins |
| Review/ test progress reporting | Discussed everyday in Scrum meeting |
| Limitations and Constraints | NA |

**TESTSTRATEGYIMG**

## **Transitioning and Monitoring Live Product Performance**

## **Technical debt/ Defect Management**

Project will perform Defect Prevention (DP) activities in accordance with the Defect Prevention policy as defined in the Quality Manual. This includes defect classification, prioritisation, analysis, resolution, reporting, closure and preventing recurrence.
Projects will periodically do segmentation of defects and will apply appropriate RCA technique to identify the root cause. Projects will determine and demonstrate visible actions to eliminate causes of defects, by analysing (RCA) the defect data and initiating corrective and preventive actions. This may also trigger process change and/or change in enabler (DP checklist etc.).
The DP activities of the project will be coordinated by the DP prime of the project and the status will be reported monthly to the DEG of the Unit.

## **Reuse Plan**

|  |  |  |  |
| --- | --- | --- | --- |
| Reuse Components | Source | Purpose of Scope | Customization Requirement,if any |
| Macro based tool | VBA, API Development | Reduce Manual Effort & Licensing Cost | Small Changes |
| Workflow deletion code | Project Respository | Reduce Manual Effort | Small changes |
| Categories | System categories | Reduce Effort | Small changes |
| JIRA Configuration Manager | JIRA tool | Reduce Effort | Configuration Management |

## **Security Management**

|  |  |
| --- | --- |
| Security Expectations | Controls |
| Secured architecture (all layers, communication and data transfer) | Maintained as per CITI policy |
| User Authentication and Identity/ access Management (IAM) | SSO |
| User Authorisation and Role-based access controls | SSO |
| CIA � Information Confidentiality/ Privacy, Integrity and Availability (of right information to right person at the right time) | Maintained as per CITI policy |
| Prevention of identity Spoofing, Tampering, Repudiation, and Information disclosure, Denial of service and Elevation of privilege | Maintained as per CITI policy |
| Prevention of Code vulnerabilities (OWASP compliance that prevents damage caused by malicious input such as SQL injection and cross-site scripting etc.) | Maintained as per CITI policy |
| Discovering sensitive data (catalogue) and classify the same | Maintained as per CITI policy |
| Discovering all vulnerabilities and associated threats about data sources and Data at rest, Data in transit (ex. Transport Layer Security (TLS) etc.), Data in motion and Data exposed via API to external sources / applications | Maintained as per CITI policy |
| Data integrity and protection of any data loss and/or data corruption | Maintained as per CITI policy |
| Dynamic data protection (real time alerts on unusual activity pattern and triggering actions such as blocking access/ quarantining user ID s etc.) against any unauthorised access | Maintained as per CITI policy |
| Traceability, audit trail, real-time monitoring and log management of all critical activities and to satisfy requirements for any compliance/ regulatory audits | Maintained as per CITI policy |
| Application of customer security and privacy (including GDPR) policies; access to personally identifiable information (PII) protecting privacy and confidentiality, compliance requirements (including data retention) and report generation | Maintained as per CITI policy |
| CI/CD pipeline security | Not Applicable |
| Licensing and usage compliance to all tools/ software (including open source ones) | Maintained as per CITI policy |
| Business continuity and Disaster recovery expectations | As per TCS and CITI contractual agreement |
| Other applicable security expectations | Maintained as per CITI policy |

**SECURITYIMG**

# **Knowledge Management (KM)**

|  |  |
| --- | --- |
| **KM expectations** | **How engagement plans to embrace knowledge management** |

|  |  |
| --- | --- |
| How team will promote collective wisdom and co-intelligence? How team will improve productivity by breaking knowledge silos, reusability and faster problem solving? | Transparent and proactive communication |
| How team will promote colocation (virtual colocation, virtually connected, virtual room etc.) by improving communication and collaboration between team/ associates across locations? | Team connect |
| How team will promote single source of truth by ensuring real-time visibility of all information that maintains transparency, builds trust and kill communication overhead by improving communication and collaboration between team/ associates across locations? | Team connect, Reference to WSR |
| How team will ensure collective code ownership? | With help of One Team Scrum Values |
| How it will be ensured that required product/ business knowledge is available with all team/ locations? | Cross skilling among Business Analyst and DEV team |
| How team will ensure being a true cross-functional team (CFT)? | Team will plan and ensure well divided responsibility during iteration planning and execution. |
| How team will maintain various engagement/ project documents (other than SCM controlled work items/ artefacts, as CI) and records and access control for the same? | Through Client specified Share point access |

**KNOWLEDGEIMG**

# **Performance Improvement**

Project will identify, capture and execute continuous improvement, coordinated and tracked by the DEG. Improvement opportunities will be identified throughout the product and engagement life cycle. Performance improbement opportunities will mainly come from a) Customer feedback, b) Product review, test and live performance feedback, c) Contractual commitments and expectations, d) Metrics and Process Performance analyses, e) Audit/review findings, f) Security incidents and events. Team performance and so on. Project will decide appropriately, if an improvement initiative will require a pilot deployment.
Project team will also look for Best Practices where superior process performance is exhibited. Team will integrate such practices into its operational process to ensure continuity of superior performance. It will be shared within unit/ across organization, as appropriate, for potential replication and possible inclusion into iQMS through best practice adoption. Unit DEG will facilitate the same.

# **Building Agile and DevOps Culture**

|  |  |
| --- | --- |
| Practice/ Behavior | How do engagement plan (approach) to achieve this? |
| One vision | Monthly connect |
| One force | 5-11 Team members cohesive team to increase productivity |
| One focus | Monthly connect |
| One truth of progress | Team will have regular demonstration of product increments as discussed with the stakeholders |
| One (collective) wisdom | Team will use documents in Share point location for reusability and Continuous learning |
| One ownership | Scrum meeting will ensure one ownership |

# **Vendor/Subcontractor Management**

**Vendor/Subcontractor Information**

The selection of sub-contractor/ supplier is governed by Selection Of Vendor / Sub-Contractor (SCP1010), scoping of work is covered by Scoping Sub-Contracted Work (SCP1020) and onboarding / change in vendor by approval from Customer as per Getting Customer Approval for Sub-contracting (SCP1026) in Sub-Contracting Procedures Manual (TCS-iQMS-069). Contract with Sub-contractor / suppliers will address confidentiality agreements along with NDA, supplier's BCP/ back to back SLAs with suppliers, security, privacy requirements and potential actions to be taken for violations. Agreement with supplier/ sub-contractor will be vetted by Legal department. Security of information access to supplier/third party will be governed by Security Of External Party Access And Outsourcing (SCP1110).
All the Supplier and third party software are controlled and managed using the Environment Management Procedure (PP2040).
Measures to evaluate the quality of subcontracted work shall be collated and analysed periodically. The EO will identify a functional reviewer as per Process Review (SCP1040) to carry out periodic reviews to ensure that the task execution by the supplier is in accordance with the agreed scope, schedule and quality. The EO / PM will also ensure that suppliers providing services that have a material impact on TCS' operations would be audited atleast once in the life time or a year (as per Conduct Compliance Audits - SCP1070) or <period as defined in the contract> to determine the extent of compliance with quality requirements/ standards mentioned in the contract.
Processing of subcontractor / vendor invoices will be governed by SCP1090.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Vendor Name | Vendor Location | Contract Start Date | Contract End Date | Objective & Scope of Activities Outsourced |
| $##$SPSBC1$##$ |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Vendor Name | Deliverables | Acceptance Criteria | External to TCS | Engagement Status |
| $##$SPSBC2$##$ |  |  |  |  |

**Vendor/Subcontractor Interaction**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Purpose/Agenda | Role in Project | Role in Vendor/Sub Contractor Site | Mode of Interaction | Frequency of Interaction |
| $##$SUPCOM$##$ |  |  |  |  |

**Escalation Channels - For Vendor/Sub-contractors**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Severity | 1st Escalation level | | 2nd Escalation level | | 3rd Escalation level | |
| **Name & Email ID** | **Escalation time  (hrs)** | **Name & Email ID** | **Escalation time  (hrs)** | **Name & Email ID** | **Escalation time  (hrs)** |
| *$##$ESUP$##$* |  |  |  |  |  |  |

**Escalation Channel - For TCS Teams**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Severity | 1st Escalation level | | 2nd Escalation level | | 3rd Escalation level | |
| **Name & Email ID** | **Escalation time  (hrs)** | **Name & Email ID** | **Escalation time  (hrs)** | **Name & Email ID** | **Escalation time  (hrs)** |
| *$##$ESTCS$##$* |  |  |  |  |  |  |

**Vendor Governance Plan**

Engagement's progress will be monitored periodically as mentioned in the procedures Process Review (SCP1040), Management Review (SCP1050) and Conduct Compliance Audits (SCP1070) of the Sub-Contracting Procedures Manual(TCS-iQMS-069). The review will be carried out by the IOU at regular intervals, or as per the frequency stated in the Master Agreement with the Supplier/ Sub-contractor or at any time as decided by TCS.
The Management Review Checklist (SCC1050) needs to be used for management review. The checklist needs to be filled by Sub-contractor in consultation with TCS EO/ PM.
A list of action items may be prepared using the Management Review Summary Report (SCF1050A).

**Vendor Status Reports**

|  |  |  |  |
| --- | --- | --- | --- |
| Periodicity | Report Contents | From | To |
| Monthly | Planned vs completed tasks, plan for the next period, risks, metrics, BCP/DR details |  |  |

**Vendor Review**

|  |  |  |
| --- | --- | --- |
| Review Organization | Periodicity | Review Objective |
| Monthly Review by TCS Project team (PM, DP) | As per the frequency stated in the Master Agreement | To verify the timely completion of all activities as stated in the Scope Document, Detailed plans and Quality records maintained by Sub-contractor; to track review comments to their closure. |
| Management Review by TCS management | As per the frequency stated in the Master Agreement | To ensure that the sub-contracted work is executed as per the plan and monitor the progress against the plan. |
| Conduct Compliance Audit by TCS Auditors (If Part of Contract) | As per the frequency stated in the Master Agreement | To determine the extent to which the subcontractors are complying with the quality and security requirements/standards mentioned in the contract. The scope of the audit shall cover internal control structure, adherence to agreements, quality, HSE, information security and privacy etc. |

**Vendor Metrics**

|  |  |  |  |
| --- | --- | --- | --- |
| Agreed SLAs/ Metrics (if any) | Vendor Name | SLA Target | Additional Remarks (if any) |
| $##$SUPPL$##$ |  |  |  |

# **Procedures and Guidelines Referred during Planning**

***Note: Please refer Appendix C and Reference section of Agile Execution Handbook (TCS-iQMS-030) for more information***

## **Appendix A – Operational Process Definition (OPD)**

|  |
| --- |
| **OPD Name: OPD Tools Maintenance And support OPD Scope: Support Associated Project Name(ID): Tools Maintenance & Support (800475972) TimeBox: Project Startup** |
| **Entry Criteria** |
| Project is created in Ultimatix. A SoW has been authorised |

|  |
| --- |
| **Tasks** |
| Plan for Risk Identification and Management |
| Conduct Project Start-up Meeting |
| Prepare Initial Project Estimates |
| Receive access to Client Remote Desktop |
| Build team |
| Prepare and Update Training Plan |
| Prepare Project Profile |

|  |
| --- |
| **Verification and Validation** |
| Review Project Profile |
| Review training plan |
| Review risk register |
| Review resource selection |
| Review client supplied software |
| Conduct Handover from sales to delivery |
| Review Estimates |

|  |
| --- |
| **Exit Criteria** |
| PSU Sign off |

|  |
| --- |
| **OPD Name: OPD Tools Maintenance And support OPD Scope: Support Associated Project Name(ID): Tools Maintenance & Support (800475972) TimeBox: Steady State Maintenance/ Support** |
| **Entry Criteria** |
| Incident repository is available and is accessible to the team members |
| Incident is reported to/identified by the team. |
| SLAs are available |
| Change Management Tool is available and is accessible to appropriate team members |
| KEDB is available describing known error, workaround (if any) |
| CR request from Customer |
| Set-up has been completed |
| Signed Contract is available |
| Escalation mechanisms are documented and understood |

|  |
| --- |
| **Tasks** |
| Reporting Dashboards |
| Incident Analysis and action plan |
| Revise manpower /capacity planning |
| Identify Improvement opportunities |
| SLA monitoring |
| Update induction Manual (As needed) |
| Report status to customer |
| Co-ordination with IS team for system and database administration support |
| Preventive, corrective and adaptive maintenance activities |
| Monitoring of jobs |
| Notification / Escalation if thresholds are reached or system malfunctions |
| Monitoring of application, logs and interfaces |
| Handle the incident(Resolve, Close, redirect ) |
| Refer the available knowledge repository for solutions to same/similar incidents, if required |
| Classify and prioritise the incident, if required, as per guidelines |
| Attend the incident as per process workflow |
| Obtain more information about the incident to proceed, if required |

|  |
| --- |
| **Verification and Validation** |
| Verify test results |

|  |
| --- |
| **Exit Criteria** |
| Incident closure |
| Contract Expiry/Termination |

|  |
| --- |
| **OPD Name: OPD Tools Maintenance And support OPD Scope: Support Associated Project Name(ID): Tools Maintenance & Support (800475972) TimeBox: Project Windup** |
| **Entry Criteria** |
| Complete Timesheet and Billing |

|  |
| --- |
| **Tasks** |
| Obtain feedback on the project |
| Update the Project Plan |
| Handover quality records to the BLIC |
| Complete the project wind-up activities |
| Update the Project Profile |

|  |
| --- |
| **Verification and Validation** |
| Review the updated Project Plan(IQA) |
| Update the required information/ documents in the project log |
| Update the required information/ documents in the project log (PL) |
| Review the updated Project Plan(EQA) |

|  |
| --- |
| **Exit Criteria** |
| Complete the project Windup |