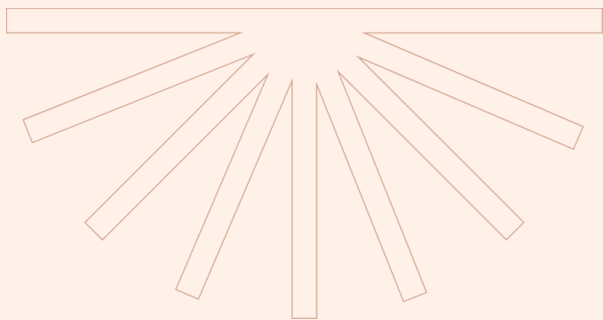


Organization

Interview & Analysis

MANIPAL GLOBAL EDUCATION SERVICES



Modern



Simple



International



Learning services



Analysis by Vanshika Srivastava

INTERVIEW UNDERSTANDING



PRODUCT ?



- Assessment platform catering high stake exams like government, educational institutes, corporate.
- Business solutions to enhance the exam administration system.
- Consists of 9 modules, each of which is in charge of writing, distributing, and producing questions for applicants as well as scores.

TEAM SIZE ?



6
Developers



4
QA



2
UI/UX



4
Data
Engineers/
Analysts

3 LEVELS OF SUPPORT

L1

Helpdesk
Team

L2

Team of VP,
Director of
Product and
PM

L3

Team of PM
and
Engineering
Architect



TEAM'S STATED VALUES

More customer-focused and agile in their planning and execution, facilitating seamless completion of exams within the allotted time.



PROJECT PROPOSAL AND PRIORITIZATION

- Most of the projects are tender based like government projects.
- Corporate projects are a mix of tender and project capabilities.
- Based on the tender won by any proposed project it's delivery date is analysed.
- Prioritization is done based on the delivery expectations of the proposed project.

HOW IS THE PROJECT FUNDED?

The corporation has a share in each project from which it derives money. Following the tender's successful conclusion, the customer transfers the complete amount after providing an advance payment to cover all operational level obligations.

HOW IS THE PROJECT STRUCTURED?



Organizational Stake

Performs tender bidding from where the company earns revenue

Advance capital from client

If the project wins the bid, the client is charged an advance payment.

Venues booked across cities

Third-party venues are booked in different cities where exams can be conducted.

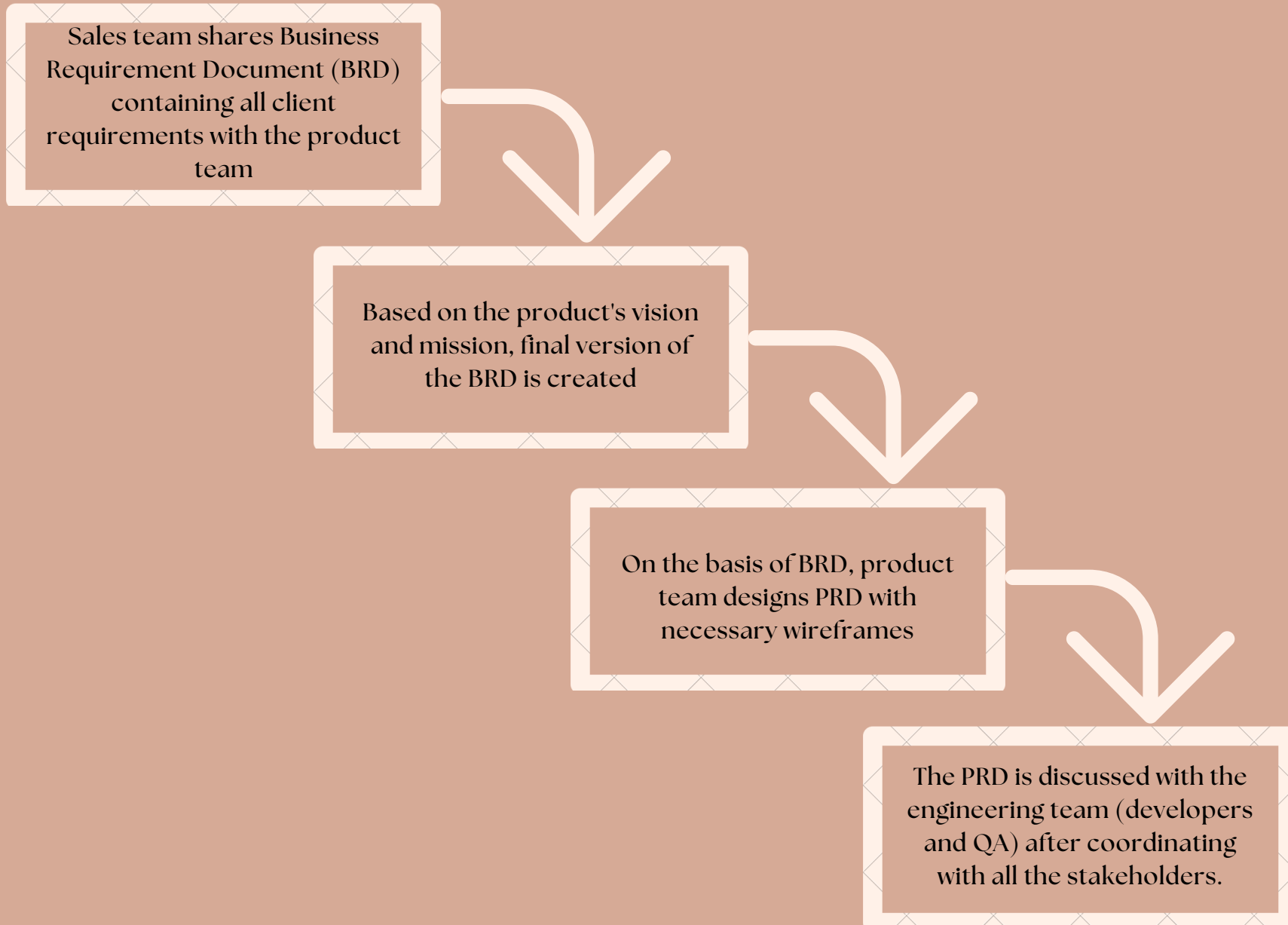
Resource allocation

On-ground operational teams and servers are deployed to the venues.

Hep desk team assignment

Help desk teams are assigned for each city according to the project size.

HOW DOES THE PROJECT GET TO THE DEVELOPERS?



CUSTOMER RESEARCH WHATS AND HOWS!!

- Product team depends on feedback loop from the client.
- To test a big feature release, the team releases the feature to a small group of clients and get their feedback.
- If the feedback is positive, the team proceeds with the release to all the clients.
- In case the feedback is negative then tweaking and minor adjustments are made until the feature meets clients' expectations.

DOES THE TEAM TEST & LEARN AND UTILIZE MVP CONCEPTS?

Tests are important, and hence the team tests and learns, releases an MVP to a small number of clients, gathers their views, and then turns it into a full feature release. Most MVPs adhere to the company's mission and the product's vision.



WATERFALL OR AGILE DOCUMENTS AND RITUALS?

- The organization follows agile and Kanban methodologies for project execution.
- The project execution and launch is divided into several phases with the scope for constant improvement in each phase.
- Agile documents like Business Requirements Document (BRD), Product Requirements Document (PRD) are used as part of the rituals.
- Features are prioritized and discussed with the team before development and launch.

DIFFERENT ROLES

Vice-President and Head of Product

- Research & Development for the product
- Explore new vendors and technologies

Product Managers(PM), Senior PMs

- Prioritize features
- Create user stories and wireframes
- Discuss with engineering team
- Help scrum master to plan sprints

UI/UX Designer

- Understand client expectations in terms of visual interface and experience of the product

Data Analysts

- Analyze user data from previous examinations conducted.
- Find insights from this data to deliver improved experience

QA Testers

- Test every feature after development is complete.
- Perform user acceptance testing before any feature launch

Software Developers

- Code and develop any new assessment platform features to be integrated

ORGANIZATION ANALYSIS





ORGANIZATION STRUCTURE OPTIMIZE FOR?

- The organization makes the greatest use of its agile methodology by assigning multiple teams to execute various action items.
- Following corporate hierarchy, each team reports to a PM and SPM, who in turn report to the VP and Head of Product.
- Small teams for each assignment contribute to the team's strong overall efficiency.



ORGANIZATION STRUCTURE CHALLENGES?

- It can be difficult to introduce new technology since the product is primarily concerned with and geared towards security, and adding new technology could mean sacrificing on that.
- Any request for a change must first go via the highest level of management, which causes unneeded delays.






AUTHORITY IN THE STRUCTURE

Most control - Head of Product and Vice-President

Medium control - PMs and SPMs are given the freedom to play around with data and convince the authority with proper data backing

Least control - Developers and testers have the least control as they focus on the product development cycle and do not have the authority to take business decisions.



PERSONAL OPINION FOR THE ORGANIZATION

- I would want to be a part of the product team since it has smaller team sizes and offers strong opportunities to make choices and work around with less reliance and delays, based on my understanding and analysis of this company and its structure.
- Smaller teams are more productive and help the company as a whole.
- Additionally, I would get the chance to work closely with the VP and Head of Product inside the company.

