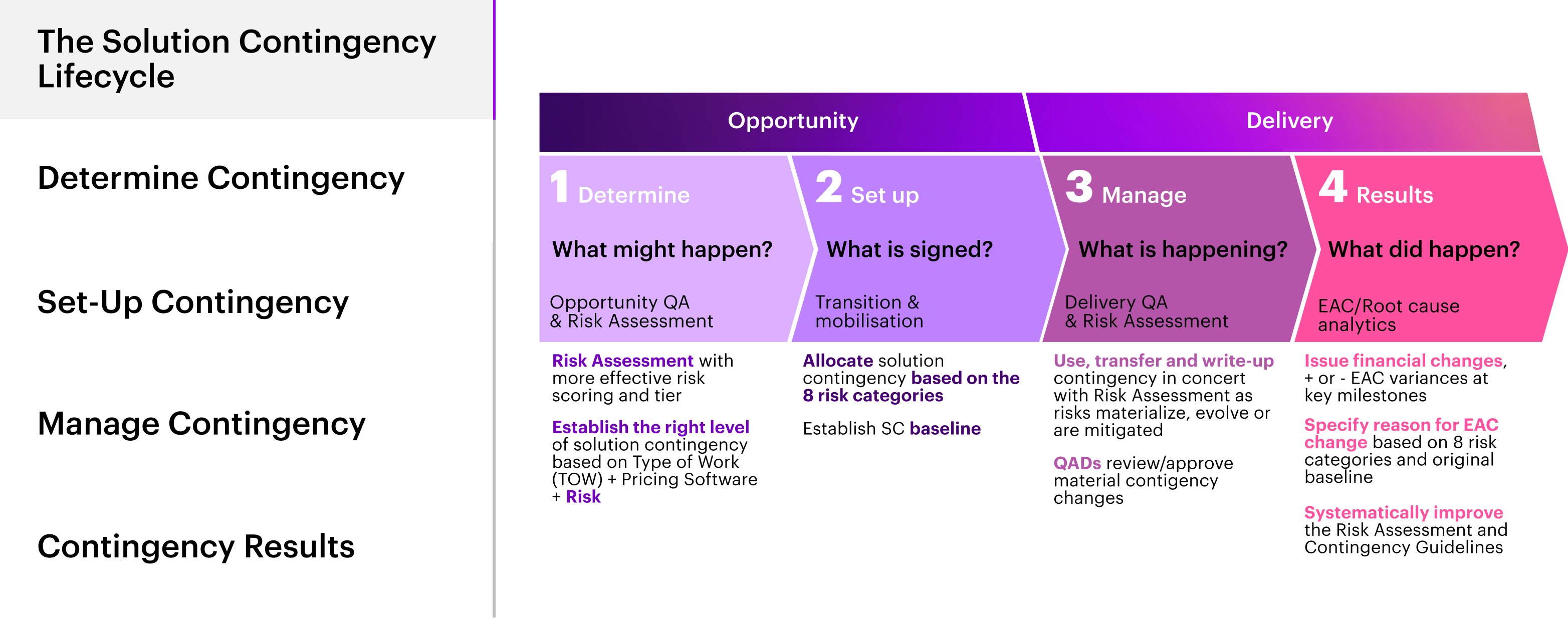
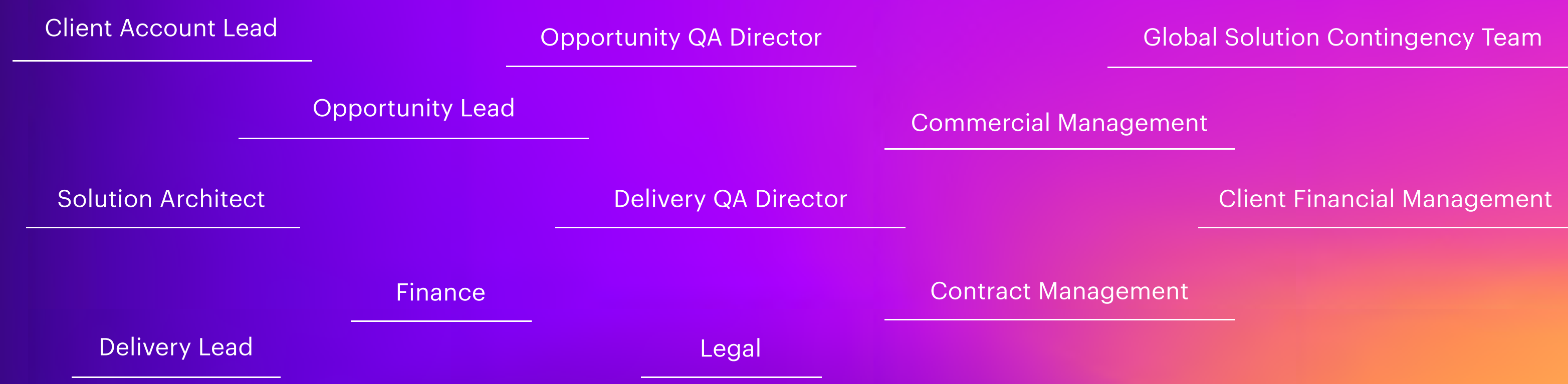


Understanding Solution Contingency

Understanding the Solution Contingency begins with understanding the Solution Contingency lifecycle, the alignment model and the roles that play a part in the setup and management of Solution Contingency.



Roles Involved with Solution Contingency



Understand the Scope

Accenture's risk-based approach to Solution Contingency leverages the Alignment Model, which represents the four key elements of any deal: Client Expectations/Context, Contract & Deal Structure, Solution Plan & Cost and Underlying Capability.

The Risk Assessment determines the level of risk (or degree of alignment) among and in between the four key deal elements, which produces a Risk Score.

The Risk Assessment/Risk Score, along with SC Guidelines, tools and management judgement, helps determine the right amount of SC that is aligned with the risks. This allows us to protect our profitability yet not price ourselves out of the market.

The SC budget is allocated and managed across the risk categories, enabling a more timely and objective approach to managing SC.

At the end of a deal, a positive or negative EAC is declared and information is fed back into the Risk Assessment engine, creating a closed loop system of learning and continuous improvement.



Resources and training

Step 1	The first step is to establish the right level of Solution Contingency in the Opportunity based on guidelines and risk.
Step 2	This is the role of the Solution Architect, and the Sales Team (CAL and Opportunity Lead), with input and approval from the Opportunity QAD.
Step 3	Right-sizing Solution Contingency is a key element influencing both Accenture's ability to win deals and our profitability. The SC Calculator has been launched to help teams define opportunity-stage SC budgets based on specific risks.
Step 4	The SC Calculator leverages the SC Guidelines, along with information from the risk assessment that the opportunity teams complete in the Quality Assurance (QA) database, to provide a suggested SC percentage and help the solution architect and opportunity team determine the necessary SC budget. If you need support or have questions, please contact your QSM Level 2 team.

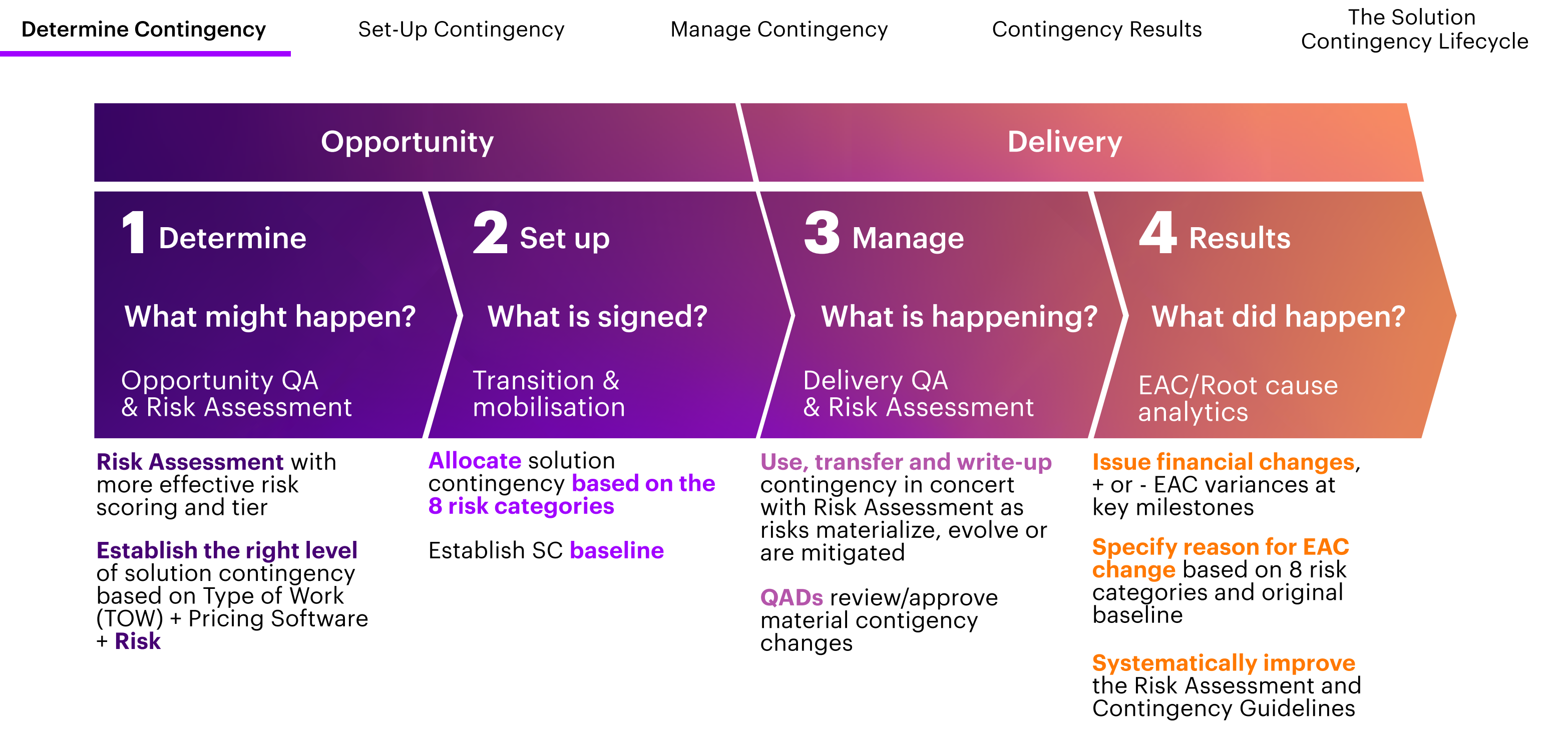
Please review the role-based expectations for these key roles. Please visit the [Role-based Expectations](#) page on the Risk Management & Quality website to learn more about Solution Contingency responsibilities for other roles. **Each role links to job aid documentation.**

Role	Responsibilities by steps			
	1	2	3	4
Client Account Lead	✓	✓	✓	✓
Sales Capture Lead	✓	✓	✗	✗
Solution Architect	✓	✓	✗	✗
Opportunity QAD	✓	✓	✗	✗
Delivery QAD	✗	✗	✓	✓
Delivery Lead	✗	✗	✓	✓
CFM/PMO	✗	✓	✓	✗
Portfolio Leadership	✗	✗	✗	✓
Solution Contingency Program	✗	✗	✗	✓

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Understanding Solution Contingency

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Roles Involved with Solution Contingency



Understand the Scope

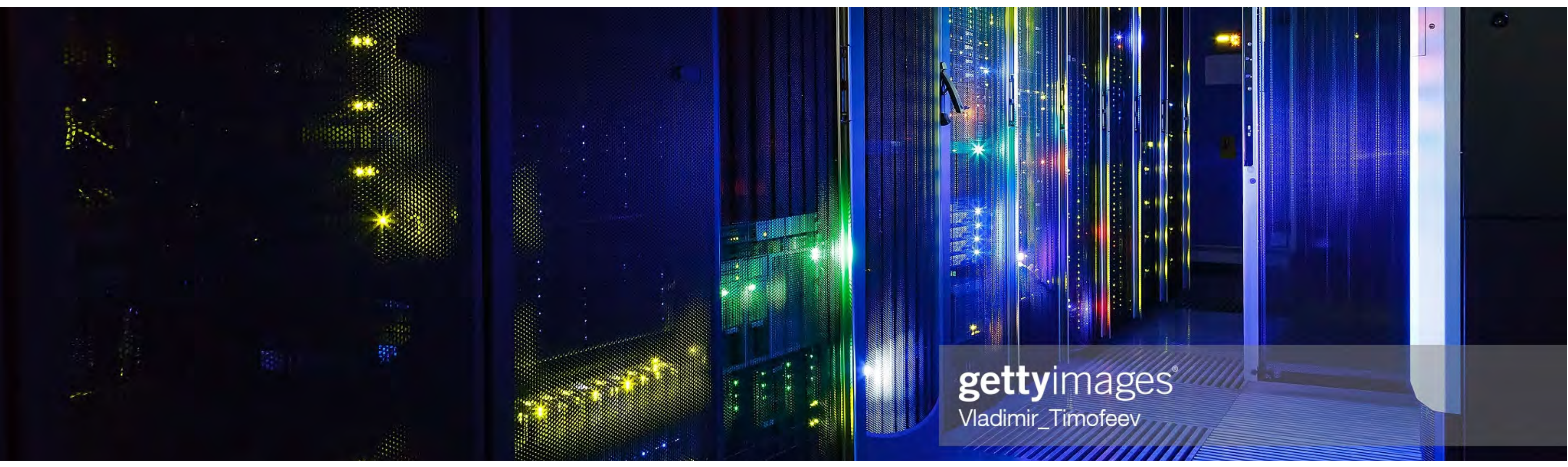
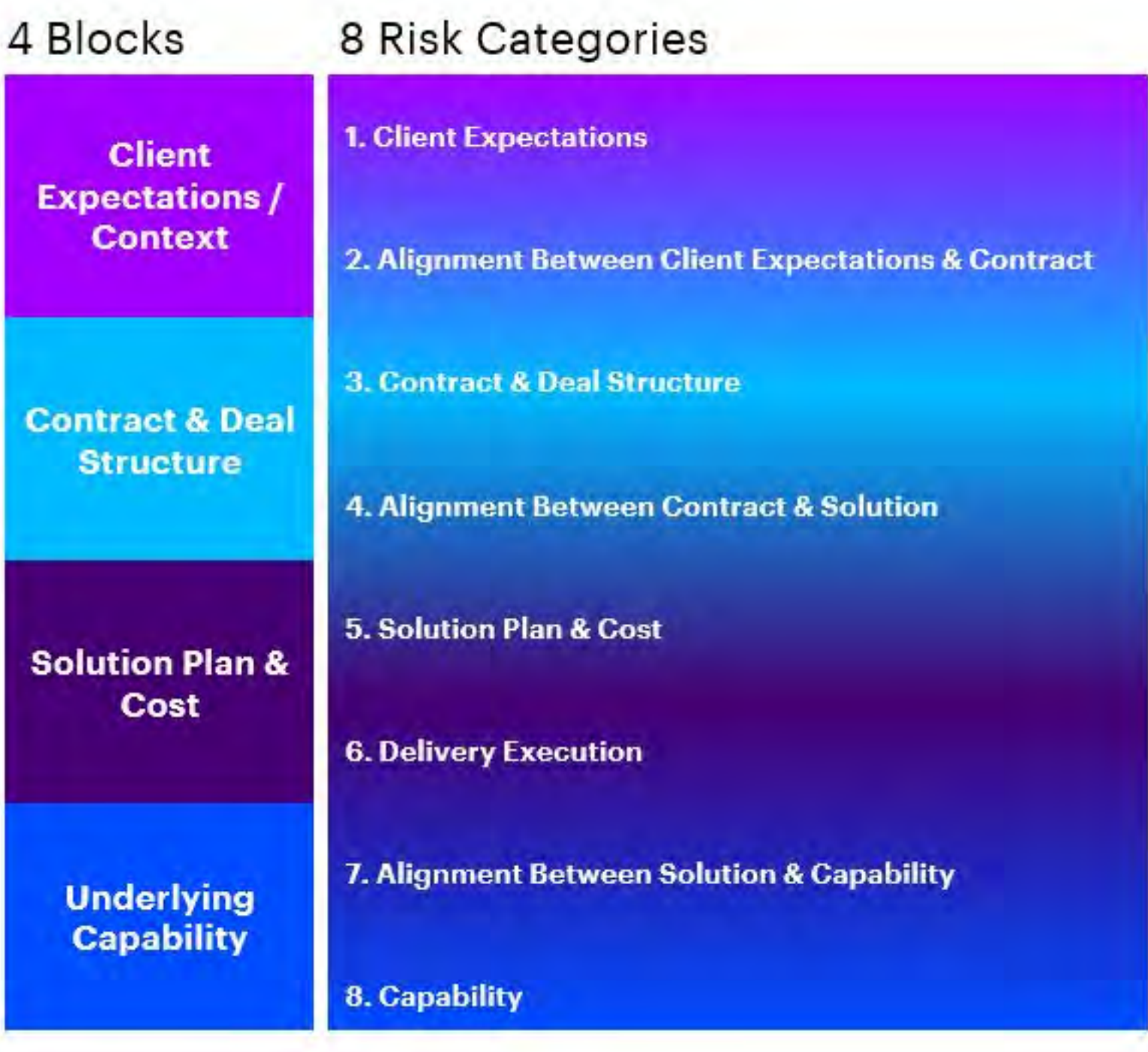
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Resources and training

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Step 2

Step 3

Step 4

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Solution Contingency Program	✗	✗	✗	✓