

1 Introduction

The Know and Redeploy Available Talent (KARAT) is an application that enables direct People Managers to view the list of employees with Low Billability, Low Billability outliers and High Billability outliers under their hierarchy and to provide necessary justification for the same.

Access to the Tool is limited to direct People Managers & their Managers.

Manager access is limited to only view the employees who report to them directly.

Only employees with Low Billability, Low Billability outliers and High Billability outliers are visible in the Tool (as per the current business decision).

2 Accessing the Tool

URL to access this Tool is - <https://karat.azurewebsites.net/>

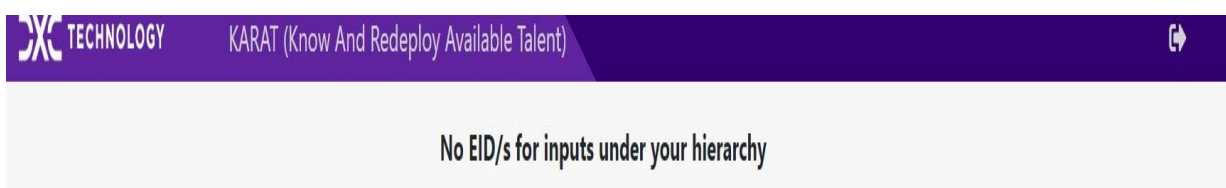
Access the link and sign-in with your DXC Universal ID & Password.

Pulse connection is not required to access the Tool.

Google Chrome is the recommended browser for this Tool, with 100% zoom.


Access to this Tool is limited to those managers who have employees included in this exercise and an email notification will be sent to only those managers.

If any of the People Managers are not able to access this Tool, it implies there are no employee/s under his/her hierarchy included in this exercise.



2.1 Procedure

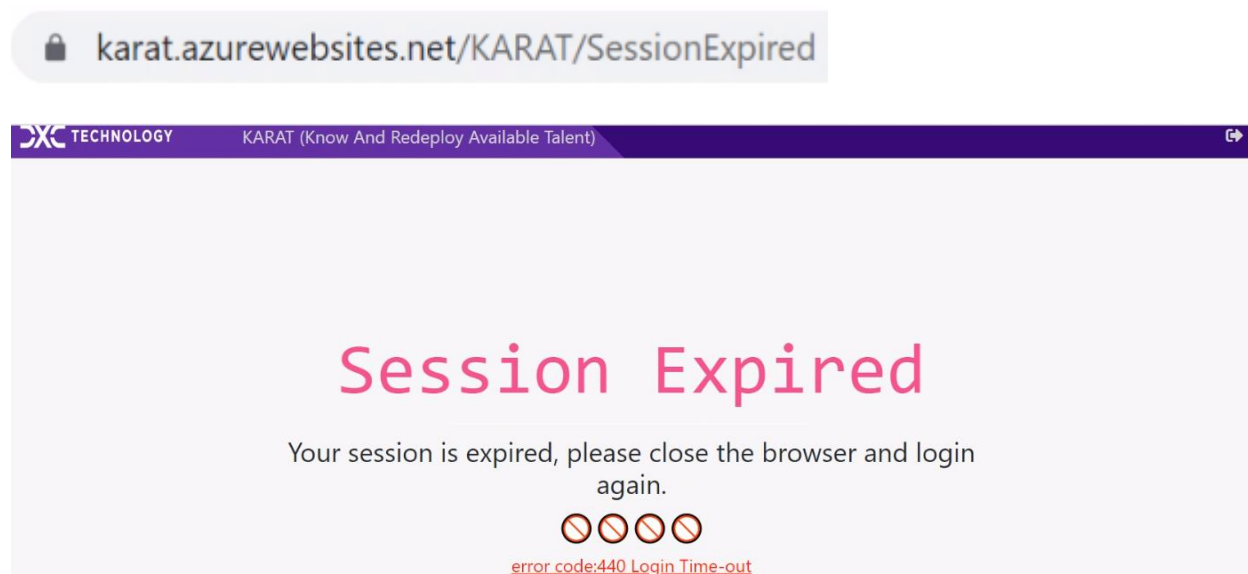
If any issues accessing the KARAT tool, follow the below mentioned steps in Google Chrome browser and then access the KARAT Tool.

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click **More tools** > **Clear browsing data**.
4. At the top, choose a time range. To delete everything, select **Last 24 hours**.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.

6. Click **Clear data**.
7. Kindly use the below link to access the tool and please provide your inputs.
[KARAT Tool](#)

2.2 Session Expired Error

If you get the below error message, delete the word “**SessionExpired**” from the URL & login

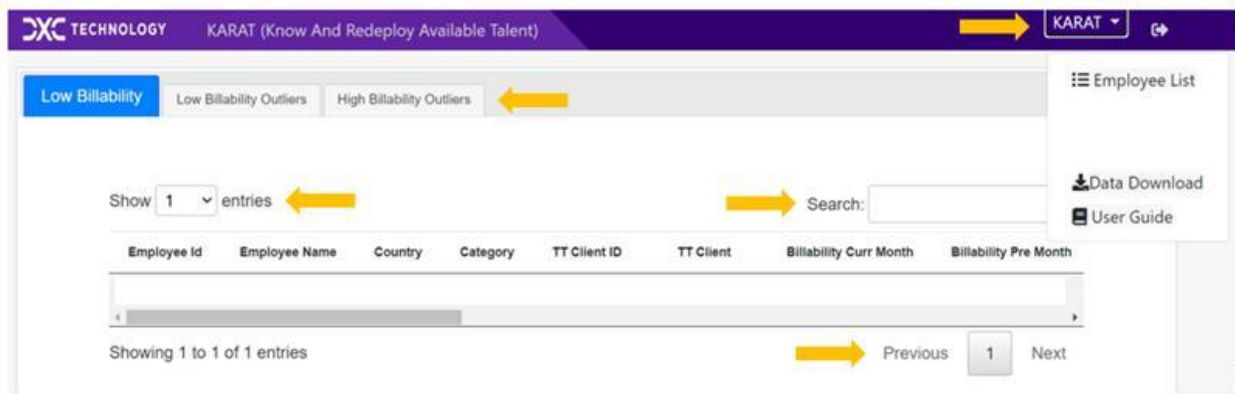


3 People Manager and Next Level Manager

On accessing the Tool, the home page user will have Low Billability, Low Billability outliers and High Billability outliers window which provides key details about the employee/s allocation status, billability %, primary account to which they are currently mapped etc.,

Here Managers have the following options:

1. **Switch:** Toggle between Low Billability, Low Billability outliers and High Billability outliers window.
2. **Search:** To search using Employee ID, Employee name, Account name, Billability % etc.
3. **Show Entries:** To select how many records to be shown in a single page.
4. **Previous & Next:** Toggle between pages.
5. **Download, User Guide & Logout Icons:** To download the report, User Guide & to logout from the Tool.



3.1 Updating Individual Record

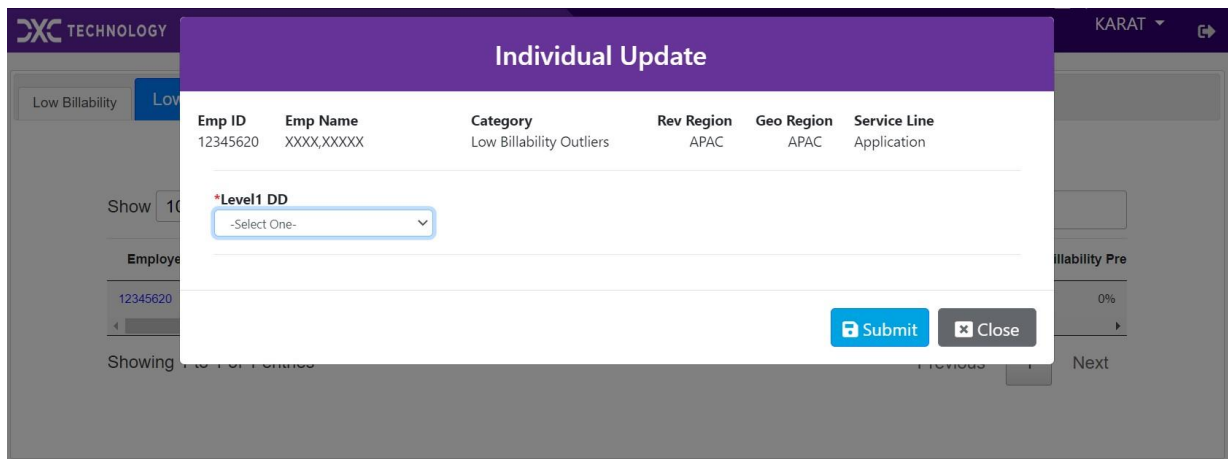
Click on Employee ID / Employee Name from the grid:

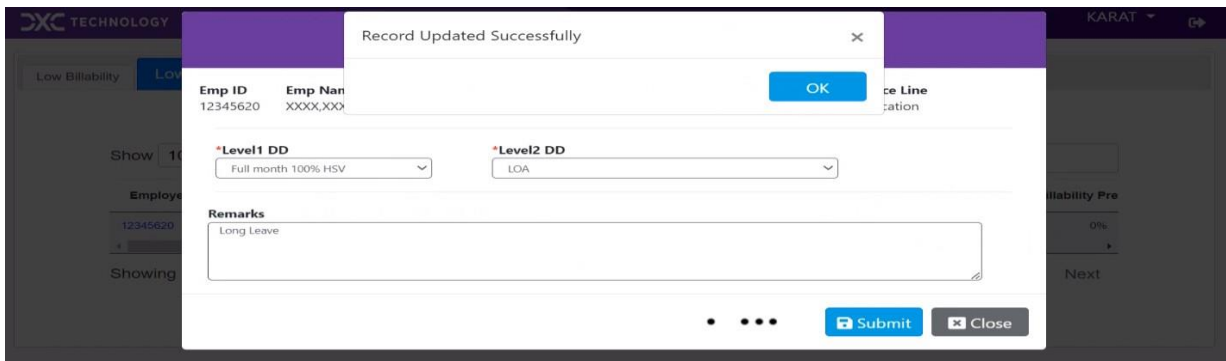
1. Window will appear with predefined values like Employee Id and Employee Name etc.
2. Manager to select value from Level 1 drop-down (Choose the correct category).
3. Select the appropriate Level 2 drop-down.
4. (*) Enter the mandatory fields and comments to update the record.
5. Click on "Submit".

Important Note:

The Tool will automatically log out if idle for 5mins.

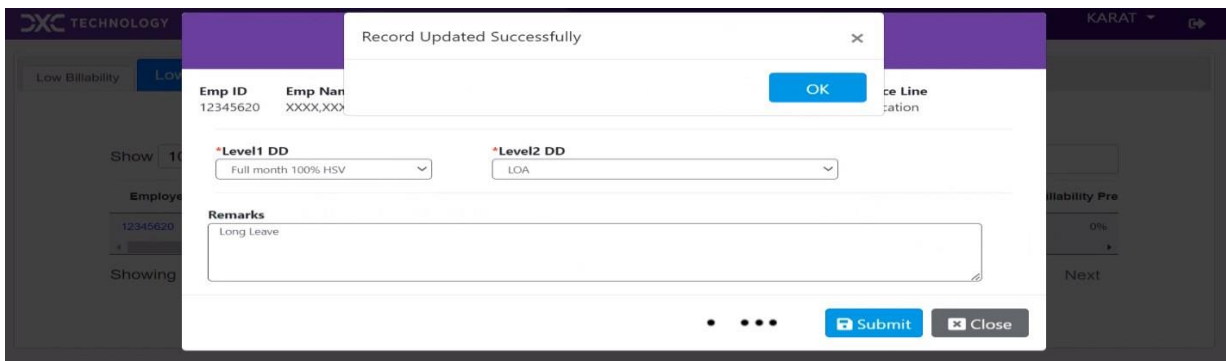
The Tool will not allow the Managers to either edit or submit after the cut-off date.





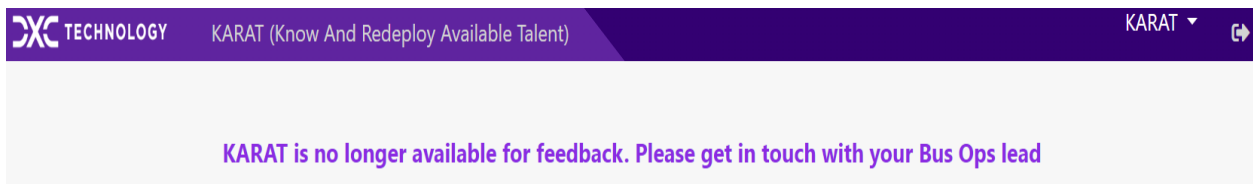
3.2 Edit Already Submitted Record

The Tool will provide a confirmation message when the Manager edits the record with new category within the cut-off date.



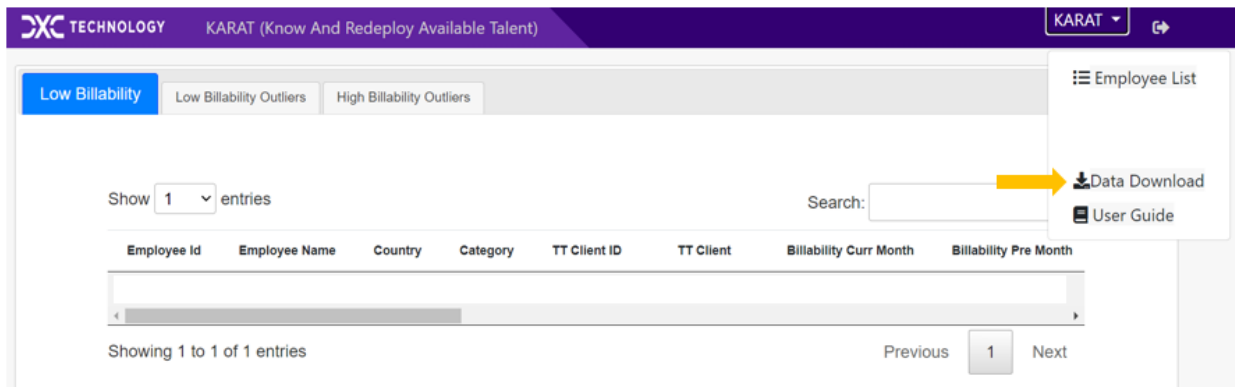
3.3 After Cut-off Date

The Tool will not allow the Managers to either edit or submit after the cut-off date and provides an alert message.



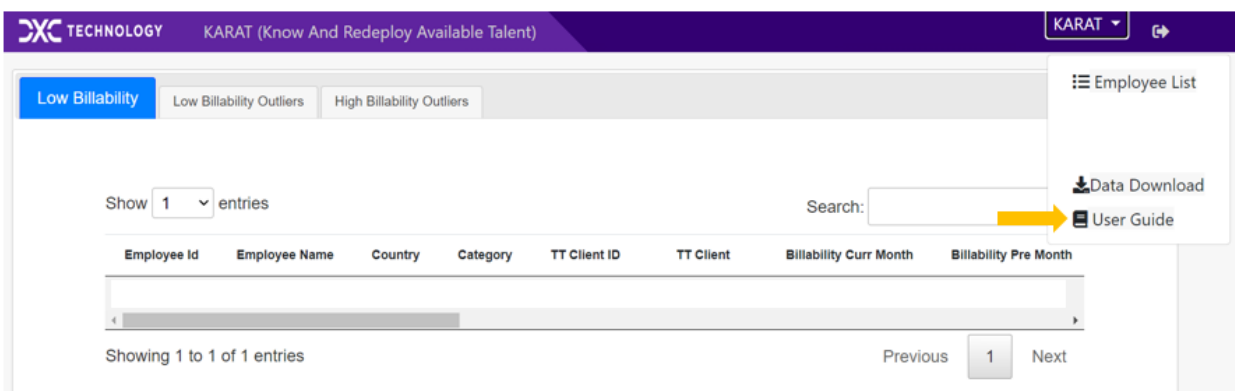
4 Report Download

Click on the **Download** Icon from the Menu Bar and the Report is downloaded in the excel format.



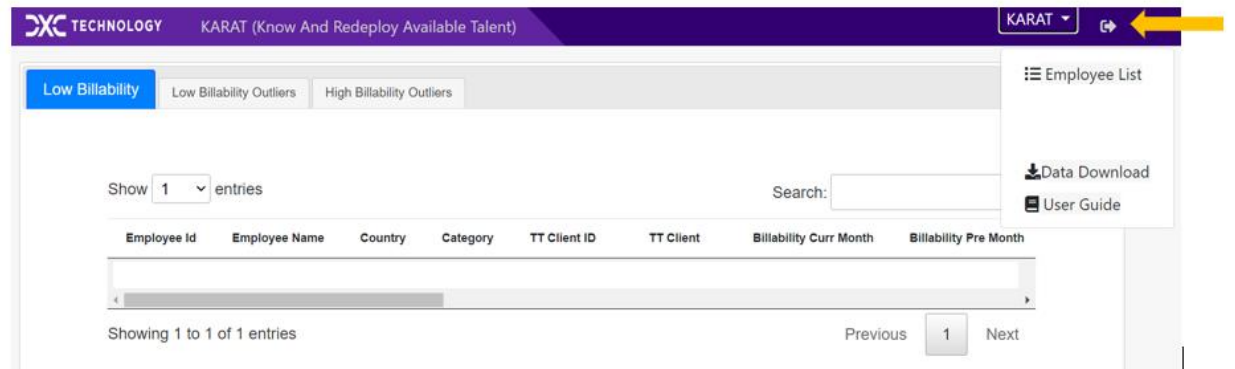
4.1 User Guide

Click on the **User Guide** Icon to download the user guide.



5 Logout

Click on **Logout** Icon from the Menu Bar to log-out from the Tool.



6 Tool Support

Email Contact: KARAT-Support karat-support@dx.com

7 List of Dropdowns

1. Dropdowns associated with Low Billability and Low Billability Outliers Categories

Low Billability and Low Billability Outliers

1st Level Dropdowns 2nd Level Dropdowns

Approved Overhead

Automation	Employees doing Automation work.
Business Development	Employees doing Business Development work.
Internal Projects	Employees working on Internal Projects.
Management / Leadership	Employees, part of the Management/Leadership team, usually L4 and above.
Solutioning: CSH	Employees, doing Solutioning work, part of the Customer Solution Hub.
Solutioning: non CSH	Employees, doing Solutioning work, NOT part of the Customer Solution Hub, but part of the Service Lines.
Solutioning: Velocity	Employees, doing doing NSSR/SSR work, part of the Customer Solutioning Hub.
Solutioning: CSH - Deal Assurance	Employees, doing Deal Assurance work, part of the Customer Solutioning Hub.
Demand Management	Employees, doing Resource Management work doing PPM demand creation
Resource Management	Employees, doing Demand Management work.
BusOps	Employees in Business Operations roles.
Protected Role (Work Council/Health & Safety)	Protected roles doing Workers Council or Health & Safety work
Product Development	Employees, specific to the Insurance SW Service Line, doing Software development work.
Product Maintenance	Employees, specific to the Insurance SW Service Line, doing Software maintenance work.
Software ELA Mgmt	Employees, specific to the Cloud & ITO Service Line. Part of the Global SW ELA Mgmt Team.
Engineering	Employees, doing Engineering work.
Long-Term LOA	Employees in Long Term LOA.
Operational Excellence	Employees, part of the Operational Excellence Org only.

1st Level Dropdowns 2nd Level Dropdowns

Volumetric

Business Continuity	Volumetric billing, specific to the Cloud & ITO and Security Service Lines. Part of the Business Continuity Capability.
Data Centers	Volumetric billing, specific to the Cloud & ITO Service Line. Part of the Data Center mgmt team.
Database and Middleware	Volumetric billing, specific to the Cloud & ITO Service Line. Part of the Database & Middleware team.
Hybrid Cloud	Volumetric billing, specific to the Cloud & ITO Service Line. Part of the Hybrid Cloud mgmt team.
Mainframe	Volumetric billing, specific to the Cloud & ITO Service Line. Part of the Mainframe team.
Managed Storage	Volumetric billing, specific to the Cloud & ITO Service Line. Part of the Managed Storage team.
Network	Volumetric billing, specific to the Cloud & ITO Service Line. Part of the Network mgmt team.
Server Automation Services	Volumetric billing, specific to the Cloud & ITO Service Line. Part of the Server Automation team.
VPC	Volumetric billing, specific to the Cloud & ITO Service Line. Part of the VPC mgmt team.
Leveraged Service Desk	Volumetric billing, specific to the Modern Workplace Service Line. Part of the Leveraged Service Desk.
Agile Service Desk (ASD)	Volumetric billing, specific to the Modern Workplace Service Line. Part of the Agile Service Desk (ASD)
LogMeIn	Volumetric billing, specific to the Modern Workplace Service Line - LogMeIn Product
BPS Services	Volumetric billing, specific to the BPS Deliver/Insurance BPS Service Line, doing BPS Services work.
Security Services	Volumetric billing, specific to the Security Service Line, doing Security services work.

1st Level Dropdowns	2nd Level Dropdowns	Description
Bench / Not Assigned	Stranded Bench	Employees who have been put on Bench.
	Resignation	Employees who have resigned.
	Planned Exit	Employees who will be exiting DXC and have a defined exit date.
Billable with Time Tracking Issue	New assignment / waiting for WBS	Employees who have joined a new assignment and are waiting for a WBS to track their time.
	New assignment / waiting for Client's BGV clearance	Employees who have joined a new assignment and are waiting for a client's background verification clearance.
	Wrong / non-billable WBS	Employees who used a wrong or non-billable WBS code.
	Forgot to enter timesheet or entered incorrectly	Employees who forgot to track their time or entered time incorrectly.
	Manager did not approve timesheet on time	Employee's manager did not approve timesheet
	IWO Issue	International Work Order issue
	DECP/Campus graduate	DECP / Campus Graduates
	Time Tracking technical/system issue	Use for any type of Time Tracking system issues, which prevented an employee from entering time.
Manual Billing	Manual Billing (Healthcare)	Billable employees, that do manual billing. Specific to the Applications Service Line - Healthcare.
	Manual Billing (Canada Public Sector)	Billable employees, that do manual billing. Specific to Canada Public Sector, which is managed as a separate entity.
Short-term Non-Billable Assignment	Training	Employees not fully billable due to training.
	Pre-sales	Employees not fully billable due to short-term pre-sales work.
	Solutioning	Employees not fully billable due to short-term solutioning work.
Redeploy to Billable	Redeploy to Billable in existing team/Service Line	Employee to be redeployed to billable work within the existing team or Service Line
	Redeploy to Billable work outside of existing team	Employee to be redeployed to billable work outside of the Service Line / Organization
Full month 100% HSV	LOA	Employee has a full month of Holiday, Sickness, Vacation.

2. Dropdowns associated with High Billability Outliers Category

High Billability Outliers

1st Level Dropdowns	2nd Level Dropdowns	Description
Valid Overtime	Non-Project	Valid overtime, not due to a specific project.
	Project	Valid overtime, due to a specific project.
	Increase Billability (Partial additional work)	Valid overtime to increase billability.
	Specific seasonal projects	Valid overtime due to specific seasonal projects.
	Overtime required due to understaffing	Valid overtime due to understaffing.
	Change Mgmt - Out of Office Hours	Valid overtime - work being performed during out of office hours.
On-call Tracked as Overtime		On-call hours tracked as overtime
Other		