Framework for the wave IX implementation

# Resource Management (Roles & Responsibilities)

* 1. **Client Rep** from business & Tech Personnel (Max 1)
  2. **Wave – CX ( Pavel & Eric)**
     1. CX understanding
     2. For Escalation
     3. Responsible for training the Operations on the implementation.
  3. **Lead implementation Manager**
     1. Responsible for Resource Allocation from different department(s)
     2. 1 person to coordinate across different interfaces i.e. client, CS, Partner, tech team.
     3. Involved initially in the implementations and then hand that over to the implementation Manager.
     4. Responsible for the interdependencies among multiple
     5. Resource slicing, smoothing, Crashing etc
  4. **Implementation Manager**
     1. Requirement gathering
     2. Technical understanding of the implementation
     3. Business understanding
     4. Developing the Flow for the BOT
  5. **Solution Architect**
  6. **Dev/Bot building Engineer**
     1. Responsible for building the BOT.
     2. Bug fixing
     3. Currently x2 resource
     4. Next
  7. **QA resource**
     1. Pool of 3xResources
     2. Current Approved allocation 40 Hrs./week. Shared across 3 parallel resources.
     3. Must be rotated.
     4. Responsible for creating test plan, test cases, defect tracking report or Release notes.
  8. **Client Services**/**Operations/Training**
     1. At least 1 POC from each
     2. Responsible for sharing the operation details i.e. Use cases

# Communication Management

* 1. There should be a lead implementation Manager (GATEWAY or Bridge) across all interfaces
  2. **guidelines**
     1. **Interactive**
        1. 24 hours prior to set up meetings unless it is 911.
        2. Separate Team channels/group with Ops
        3. Separate Team channels/group with implementation team
        4. Setup weekly meetup with client for presenting the progress
        5. Use PPT
        6. Weekly x2 internal PMO call
     2. **Push & Pull.**
        1. Emails
        2. Meeting notes should be maintained on box.
        3. Centralized Repository for Implementations
           1. Hierarchy

Client-> client name-> Solution-> Phase 1 -> deliverables & Artifacts etc.

Partner- >

KB -> recordings etc., lesson Learned

* + 1. Involving a Partner
       1. Don’t involve the partner unless

# Scoping

* 1. Get the high-level scope from Wave IX Sponsor i.e. Pavel and client i.e. Prioritization of the intent.
  2. CS and Operations to help in getting the right details for the business Use cases and Intent

# Scheduling

* 1. Use Formal PP(Project Plan) developed for the Implementations
  2. Setup a session with the teams to get the dates considering constraints in hand
  3. Make sure to have it approved
  4. Approval precedence
     1. Review PP template with the implementation team and get the dates
     2. Approval from Wave IX (Pavel & Eric), dev Head, QA head, PM Head
     3. Review with client and approved.
  5. Techniques i.e. Bottom Up Estimation, Analogous estimation, Expert judgement

# Procurement

* 1. We need to establish in case if we need