STT	Người ký	Đơn vị	Thời gian ký	Ý kiến
1	PHẠM ANH ĐỨC	General Director - Board of Directors - Viettel Peru S.A.C	12/01/2023 00:09:33	
2	NGUYỄN ĐỨC TIẾN	Phó Tổng giám đốc Kỹ thuật - Viettel Peru S.A.C - Tổng công ty CP Đầu tư Quốc tế Viettel	11/01/2023 09:53:26	
3	ĐẶNG TRUNG ANH	Deputy General Director In Charge Of It - Viettel Peru S.A.C - Tổng công ty CP Đầu tư Quốc tế Viettel	11/01/2023 07:56:09	
4	PHẠM THU HIỀN	Head Of Investment & Purchasing Department - Managers of Department - Investment Department - Management & Support Division - Viettel Peru - Viettel Peru S.A.C	06/01/2023 23:32:47	
5	NGUYỄN HỮU THUẬN	Head Of Business Process Department - Department Head - Process Department - IT Division - Viettel Peru - Viettel Peru S.A.C	06/01/2023 02:56:43	

	VIETTEL PERU S.A.C	**Code: PROCESS.VTP.IT.03**
bitel	**PROCESS FOR SOFTWARE OUTSOURCE MANAGEMENT**	**Effective date: 05/01/2023**
		Times issue: 01

TRACKING TABLE

No	Page	Amendments	Effective date
		First issued	05/01/2023

	Editor	Review		Approve
		CTO	**CIO**	
Signature		NGUYEN DUC TIEN	Đặng Trung Anh	Phạm Anh Đức
	Nguyen Thi Mai	**Investment Department**	**Process Department**	
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Số và ký hiệu: PROCESS.VTP.IT.03.1 Ngày ban hành: 12/01/2023	**VIETTEL PERU S.A.C**	**Code: PROCESS.VTP.IT.03**
bitel	**PROCESS FOR SOFTWARE OUTSOURCE MANAGEMENT**	**Effective date: 05/01/2023**
		Times issue: 01

SUMMARY

1. Purpose

Describe the steps of implementation and management in software outsourcing activities of units in Viettel Peru Company. Manage and evaluate the quality and progress of oursource work from request to completion of outsourcing.

2. Applied object

- Apply for all software development activities new or upgrade that are performed by external partners.

- All software products are purchased from external partners for Viettel Peru to manage business and **upgrade later**. Before acceptance with partner, Department (it means Department in charge purchasing product) must coordinate with the IT Division to evaluate documents, source code, and program and **get approving by IT Division about product meets all requirements according to regulations of Viettel Peru** (detailed requirements on **Acceptance Item** of this process).

- Outsource: In software field, outsource means transferring part of Bitel's work in the production stage to outsourcing by external partner. Outsource has **two** types:
  o **Product outsource**: Departments in Viettel Peru clearly define Technical Criteria, Input and Output requirements as well as performance evaluation criteria for Outsource partner. Outsource partners organize their own employees, manage progress, and monitor quality throughout the implementation process. Departments in Viettel Peru monitor and supervise the progress, quality and acceptance of **products** according to the regulations of Viettel Peru.
  o **Labor Outsource:** Outsource partners provide **employees** to work on projects at Departments in Viettel Peru that need to outsource, these employees work under the management of Departments in Viettel Peru.

3. Responsibility

- All Departments are responsible for compliance and correct implementation of the steps in the process. Management of outsource software projects must comply with the regulations of Viettel Peru.

- When outsource, Departments must ensure to **own the same product as the products developed by the departments themselves**. If the product needs to continue to be upgraded/ maintain according to the requirements of Request Department, departments must ensure that **they can continue to develop** and upgrade the product and do not depend on outsource partners.

- Departments need to outsource must be responsible for **ensuring the quality** of the final product after integrating with outsourced partner's product must similar to products developed by the department itself.

- **Product outsource**, time limit for handover work results is **not over 01 month** from the time the Department agrees on detailed requirements with the partner. In case the

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2

Số và ký hiệu: PROCESS.VTP.IT.03.1 Ngày ban hành: 12/01/2023	**VIETTEL PERU S.A.C**	**Code: PROCESS.VTP.IT.03**
B bitel	**PROCESS FOR SOFTWARE OUTSOURCE MANAGEMENT**	**Effective date: 05/01/2023**
		Times issue: 01

big volume, departments need to properly divide the work so that the partner can handover work many times, each time **not over 01 month**. In case of outsourcing programming, the work handover result must be a workable version and ensure the quality criteria (Specifically in the section **"Internal acceptance"** of the software development process Process.VTP.IT.02).

- During the working process, Departments provide information within the scope of work, **don't provide/allow** partners to access all project information or other information of the Company, Customers and other internal products.
- The **Process Department** periodically **audits** the compliance regulations and instructions of all Departments.

4. Related document

No	Document	Effective date
1	Statement about using BPMN language to draw process 11698/TTr-Process	28/11/2022
2	PROCESS.VTP.IT.01_Receiving and developing software requirements process in Viettel Peru	01/2023
3	PROCESS.VTP.IT.02_Software development process by Agile method in Viettel Peru	01/2023

5. Definitions and Terms

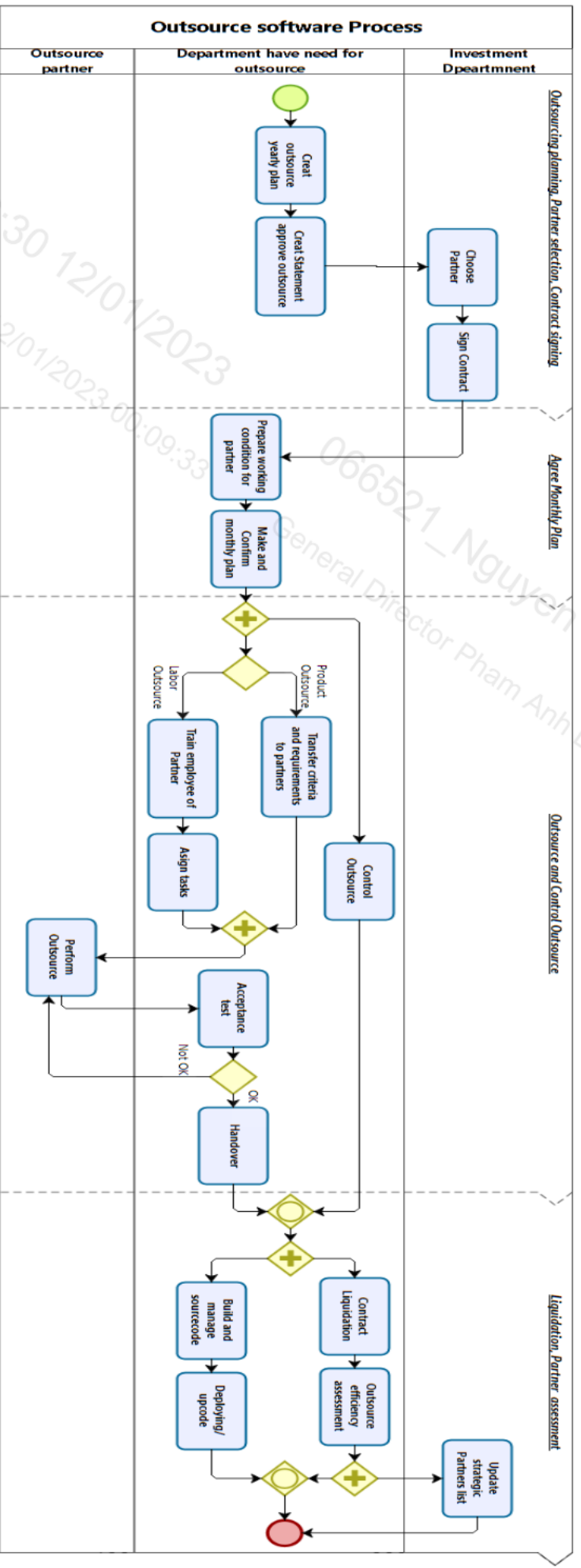| No	Term	Explain
1.	Software develoment project	A project organized by a working group to build one/a group of software products and maintaining transparently product life cycle from start to finish. Development project soft has 2 stages: • New stage: is developing and and not yet handover to Operation Department • Maintain stage: project's products have been officially operated for end users, and project continues to upgrade product.
2.	RF	Requirement Form
3.	Requirement system	System to receive and manage requests for new construction and software upgrade of Bitel

VIETTEL PERÚ S.A.C

Code: PROCESS.VTP.IT.03

PROCESS FOR SOFTWARE OUTSOURCE MANAGEMENT

Effective date: 01/01/2023

Times issue: 01

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6. Flow chart

Outsource software Process

Outsource partner	Department have need for outsource	Investment Dpeartmnent

Outsourcing planning, Partner selection, Contract signing

- Creat outsource yearly plan
- Creat Statement approve outsource
- Choose Partner
- Sign Contract

Agree Monthly Plan

- Prepare working condition for partner
- Make and Confirm monthly plan

Outsource and Control Outsource

- Product Outsource: Transfer criteria and requirements to partners
- Labor Outsource: Train employee of Partner → Asign tasks
- Control Outsource
- Perform Outsource
- Acceptance test (Not OK / OK)
- Handover

Liquidation, Partner assessment

- Build and manage sourcecode → Deploying/ upcode
- Contract Liquidation → Outsource efficiency assessment
- Update strategic Partners list

Flowchart, detailed description of each Step, Input, Output, Teamplates of this Process at: http://process.bitel.com.pe/bitel-process/bizagi/New%20Model/index.html#diagram.

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VIETTEL PERU S.A.C	**Code: PROCESS.VTP.IT.02**
SOFTWARE OUTSOURCE PROCESS	**Effective date: 05/01/2023**
	Times issue: 01

7. Brief description

No	Step	Brief description
1.	Creat outsource yearly plan	Based on the outsourcing needs of Viettel Peru (including inside and outside the IT division), Development Department creats outsourcing plan for the year. The rate of **labor outsourcing** is **not over 20%** of total outsourcing for optimize management cost.
2.	Creat Statement approve outsource	Development Department make Statement for getting approve by CEO about ousouce needs os next year.
3.	Choose Partner	Investment Department coordinates with Department have need for outsource to select outsourced partners in accordance with the Company's regular procurement regulations.
4.	Sign Contract	Investment Department coordinates with Department have need for outsource to make contract with **SLA** about plan and quality, Criteria for products that outsource partners need to ensure are stated in **Appendix 01**
5.	Prepare working condition for partner	Before starting, Department have need for outsource makes a commitment to information security for Viettel Peru and requires the legal representative of the partner to sign the commitment in accordance with Form **F02**.
6.	Make and monthly plan	- Department have need for outsource make Monthly plan according to form **F.03** and get confirm and agrees on the monthly plan by partner: for **n+1 month** must be agreed and sign monthly plan with outsource partner **before 28th of the month n**. - **Warning**: When working with a partner, **don't send detailed effort files** or **estimation method** to Outsource partners to avoid revealing jars of sensitive information.
7.	Transfer criteria and requirements to partners	**Apply to Product Outsource:** Department have need for outsource hands over documents for outsourcing work to the partner after agreeing on the monthly plan and before the partner starts to perform the work.
8.	Train employee of Partner	**Apply to Labor Outsource:** Department have need for outsource hands over documents for outsourcing work to the partner after agreeing on the monthly plan.
9.	Control Outsource	**Apply to Product Outsource:** Department have need for outsource monitors progress, evaluates the quality of the partner's performance. **Apply to Labor Outsource:** Every month at the latest on the **10th of the month n**, Department have need for outsource makes a report to evaluate the completion results and workday results of the outsourced partner according to the assignment of the **month n-1**.
10.	Asign tasks (apply to Labor outsource)	**After apply to Labor outsource:** After training outsourced personnel, Department have need for outsource assigns and evaluates performance of outsourced personnel
11.	Perform Outsource	Outsourced partner performs the work as agreed in the contract, finalized monthly plan and/or according

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VIETTEL PERU S.A.C	Code: PROCESS.VTP.IT.02
SOFTWARE OUTSOURCE PROCESS	Effective date: 05/01/2023
	Times issue: 01

No	Step	Brief description
12.	Acceptance test	to assignment task if Labor outsouce. Based on the time of acceptance commit with Request Department on RF, Department make acceptance test plan with outsource partner and invite Request Department join **Program demo session** by Outsource partner. Department have need for outsource controls the partner's performance according to standards in PROCESS.VTP.IT.02 (including criteria: security, language, framework, redundancy...).
13.	Handover	- Immediately after the successful acceptance, Department have need for outsource performs: + Receive handover from the outsourced partner the documents, sources that have been successfully accepted in Step 12. + Sign with the partner the handover minutes according to the form **F.01.**
14.	Build and manage sourcecode	Department have need for outsource build source code which recive form outsource partner and then store source code on SVN.
15.	Contract Liquidation	Department have need for outsource must finish all procedure for contract liquidation according to regulation of Company.
16.	Outsource efficiency assessment	After **maximum 5 working days** from the end of outsourcing contract, Department have need for outsource must evaluate responsiveness and must be **approved in writing by CIO** according to Appendix 02
17.	Deploying/ upcode	Department have need for outsource upcode according to PROCESS.VTP.IT.02.
18.	Update strategic Partners list	Investment Department update with Partners, if with bad results: **point ≤ 70** will not be selected for the next outsourcing activity.

8. Appendix
Form:

- Handover from Partner to Viettel Peru_ F01.
- Commitment to require Outsource partner keep information confidential for Viettel Peru_ F02.
- Estimate effort for Outsource_ F.03 (Internal use only, Don't send Outsource Partner).
- Monthly plan_F.04.

Appendix

Appendix

- Technical Criteria attached to Contract with Outsource Partner_Appendix 01.
- Criteria for evaluating effectiveness of Outsource partner when finish contract_Appendix 02.