

## **QA 1 - Solution Assurance**

**Process Owner:** Service Provider QA(s)

**Execution Responsibility:** Project Manager/Producer

**Purpose:** To provide a review of the solution to ensure that:

- 1.) what is proposed will fulfill customer requirements with a technically viable solution that IBM is capable of providing,
- 2.) the estimates and schedules are complete and reasonable,
- 3.) any technical risks are identified, assessed, and containment plans are in place.

### **Inputs**

Hosting:

- 1.) Completed Technical Team Leader Scope
- 2.) Completed Technical Team Leader Shell
- 3.) Cost Case
- 4.) Visio Diagrams of Web Hosting
- 5.) Completed QA 0 Risk Form
- 6.) Any communication from client or other supporting materials.
- 7.) Blank QA 1 Risk Assessment

SI:

- 1.) High-Level Client Requirements  
JRD Meeting Minutes  
Consultative ICE  
“Phase 0” Information
- 2.) E-business Qualification Checklist
- 3.) High-level Technical and Creative Sizing and Scoping Assumptions
- 4.) Client Scope

### **Outputs**

Hosting:

- 1.) Solution Assurance Review Report
- 2.) Completed QA 1 Risk Assessment with Score

### **Process Steps**

- 1.) The Project Manager/Producer from SI will be responsible for making sure that the QA 1 - Solution Assurance Reviews are taking place.
- 2.) Each service provider will meet with their appropriate individuals to conduct a QA 1- Solution Review.
- 3.) Once QA 1 is complete, communications of any outcomes will be delivered to the other service providing groups, and a consolidated QA 1- Solution Review Report will be completed by the Project Manager/Producer.
- 4.) The consolidated QA1 Solution Assurance Review Report will then be placed in the QA Workbench with any supporting materials from the service providers.
- 5.) The consolidated Solution Assurance Review Report will then be viewed by the Contract Owning QA.

### **Tips & Tools**

Frequency		Predecessors			
Until QA approval has been given to proceed.					
Resource Role	Approve	Consult	Perform	Review	Support
Service Provider QA (Hosting)				<input checked="" type="checkbox"/>	
Service Provider QA (SI)				<input checked="" type="checkbox"/>	
Contract Owner QA	<input checked="" type="checkbox"/>				
Project Manager/Producer			<input checked="" type="checkbox"/>		
Proposal Team Leader					<input checked="" type="checkbox"/>
Opportunity Owner					<input checked="" type="checkbox"/>
Technical Team Leader			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Solution Leader(Hosting)					<input checked="" type="checkbox"/>
Security Team Lead (Hosting)					<input checked="" type="checkbox"/>
Solution Leader(SI)			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Art Director (SI)			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
USF Team Lead (Hosting)					<input checked="" type="checkbox"/>

## QA 2 - Business Assurance

**Process Owner:**  
Contract Owner QA

**Execution Responsibility:**  
Project Manager/Producer

**Purpose:**

To provide a review of the business case to ensure:

- 1.) the estimates and schedules are complete and reasonable,
- 2.) the cost case is complete with contingencies identified, and
- 3.) the solution will satisfy both IBM and customer business objectives.

### Inputs

Hosting:

- 1.) Completed QA 1 Risk Assessment with rating
- 2.) QA 1 Solution Assurance Review Report
- 3.) Technical Solution Document
- 4.) Cost Spreadsheet/Estimating Transmittal Sheet
- 5.) QA 1 Questionnaire

### Outputs

- 1.) Combined Pricer Information Sheet
- 2.) Completed QA 2 Questionnaire
- 3.) Completed QA 2 Risk Assessment
- 4.) Approval or Rejection Notice
- 5.) Business Assurance Review Report

### Process Steps

- 1.) After QA 1 has been completed, both Web Hosting and SI will gather their required documents for a QA2 or Business Assurance review.
- 2.) The QA 2 - Business Assurance review will be performed by the Contract Owning QA unless other wise stated. Input during the review, will be given by any other QA personnel associated with the contract.
- 3.) A Project Manager/Producer will schedule in advance time with the appropriate QA .
- 4.) Before meeting with Contract Owner QA, the Project Manager/Producer will be required to gather the above inputs being sure to combine all cost information, related to the project, into one cost spreadsheet.
- 5.) Contract Owning QA will at the time of the meeting, will review all documents and have their authorized pricer input costs into the US Pricing Tool.
- 6.) Once the meeting has been completed, the Producer/ Project Manager will disseminate any important information to the remaining team members.

### Tips & Tools

#### Frequency

Until QA approval is given to proceed.

#### Predecessors

QA 1 - Solution Review

Resource Role	Approve	Consult	Perform	Review	Support
Contract Owner QA	<input checked="" type="checkbox"/>				
Service Provider QA (Hosting)				<input checked="" type="checkbox"/>	
Service Provider QA (SI)				<input checked="" type="checkbox"/>	
Project Manager/Producer			<input checked="" type="checkbox"/>		
Technical Team Leader					<input checked="" type="checkbox"/>
Authorized Pricer			<input checked="" type="checkbox"/>		
Opportunity Owner					<input checked="" type="checkbox"/>
Proposal Team Leader					<input checked="" type="checkbox"/>

## QA 3 - Proposal Assurance

**Process Owner:**  
Contract Owner QA

**Execution Responsibility:**  
Project Manager/Producer

**Purpose:**

To provide a final review of the solution and proposal to ensure that:

- 1.) what is proposed will fulfill customer requirements with a viable solution
- 2.) the final estimates and schedules are complete and reasonable; and
- 3.) the technical and business risks are identified, assessed, and containment plans are in place.

**Inputs**

- 1.) Sizing & Scoping Assumptions from all functional areas to include Technical Solution from Web Hosting.
- 2.) Pricer Information
- 3.) SOW/DOU
- 4.) High-level Project Plan to include all functional areas.
- 5.) QA 1 Solution Assurance Review Report
- 6.) QA 2 Business Assurance Review Report

**Outputs**

- 1.) Completed proposal
- 2.) Completed QA 3 Risk Assessment
- 3.) QA 3 Proposal Assurance Review Report
- 4.) Proposal Quality Rating
- 5.) Approval or Rejection Notice

**Process Steps**

- 1.) The Project Manager/Producer will meet with Contract Owner QA and any Service Providing QA during a prescheduled time to review proposal and supporting documentation.
- 2.) Once the Proposal has been approved by all parties involved, it will then be given to the Opportunity Owner for delivery to the client.
- 3.) Any pertinent information will be disseminated to the team by the Project Manager/Producer.

**Tips & Tools**

**Frequency**

Until QA approval is given to proceed.

**Predecessors**

QA 2 - Business Assurance Review

Resource Role	Approve	Consult	Perform	Review	Support
Service Provider QA (SI)				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Service Provider QA (Hosting)				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Project Manager/Producer			<input checked="" type="checkbox"/>		
Technical Team Leader					<input checked="" type="checkbox"/>
Opportunity Owner					<input checked="" type="checkbox"/>
Design Team Leader					<input checked="" type="checkbox"/>
Proposal Team Leader					<input checked="" type="checkbox"/>
Contract Owner QA	<input checked="" type="checkbox"/>				

## **QA 4 - Contract Readiness Review**

**Process Owner:**

Contract Owner QA/ Lead Service Provider QA

**Execution Responsibility:**

Project Manager/Producer

**Purpose:**

To assess the readiness of the Project Team Leader (Project Manager/Producer) upon work initialization for a large complex contract once the customer commitment has been received. To provide advice and recommendations to assist the Project Team Leader in establishing the project management framework. To review the status of open items and risks identified during the Solution Design Quality Assurance Reviews (QA1 - QA3). To identify any new issue or risks which arose during the customer proposal evaluation and contract negotiations and recommend containment strategies.

**Inputs**

- 1.) Proposal
- 2.) Signed DOU, SOW, Contract, LOA
- 3.) Cost Information
- 4.) Team Management Plan
- 5.) Proposal Assurance Review Report
- 6.) Business Assurance Review Report
- 7.) Solution Assurance Review Report
- 8.) PCRs or scope changes during contract negotiations.

**Outputs**

- 1.) A “Go Forward” Plan
- 2.) Contract Readiness Review Report

**Process Steps**

- 1.) A meeting will be held involving, but not limited to: Project Manager/Producer, Art Director, Solution Leader, Opportunity Owner, Technical Team Leader, TSM
- 2.) This meeting will be coordinated by the Project Manager/Producer.
- 3.) During the meeting the contract will be discussed, expectations set, and a “go forward” plan put into place.
- 4.) If there are any issues before beginning the project, they will need to be identified and resolved at this time.
- 5.) The meeting will conclude with a full understanding by the team of all contractual agreements set forth and the “go ahead plan” for the team internally on the project.
- 6.) Meeting minutes will be taken and included in a Contract Readiness Review Report conducted by the appropriate QA personnel.

**Tips & Tools**

Frequency		Predecessors				
Once						
Resource Role	Approve	Consult	Perform	Review	Support	
QA (Hosting)		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
QA (SI)		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
QA Contract Owner	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
Project Manager/Producer			<input checked="" type="checkbox"/>			
Solution Leader					<input checked="" type="checkbox"/>	
Art Director					<input checked="" type="checkbox"/>	
TSM					<input checked="" type="checkbox"/>	
Technical Team Leader					<input checked="" type="checkbox"/>	
Testing Lead					<input checked="" type="checkbox"/>	
Opportunity Owner					<input checked="" type="checkbox"/>	
Customer Care Represenative					<input checked="" type="checkbox"/>	
System Administrator					<input checked="" type="checkbox"/>	
Proposal Team Leader					<input checked="" type="checkbox"/>	

## QA 5 - Project Management Review

**Process Owner:**

Service Provider QA(s)

**Execution Responsibility:**

Project Manager/Producer & Transition Manager

**Purpose:**

To provide an objective assessment of the status of the project, issues, and risks in order to verify that the project is:

- 1.) being managed in accordance with the contractual commitment,
- 2.) meeting planned profitability, and
- 3.) satisfying the customer's requirements.

### Inputs

- 1.) Status Reports
- 2.) Updated Project Plan
- 3.) Variance Reports
- 4.) Team Issues
- 5.) Resource Issues
- 6.) Hosting Issues (HW/SW/personnel)
- 7.) PCRs
- 8.) Contract Readiness Review Report
- 9.) Customer Team members interview results
- 10.) IBM Team members interview results

### Outputs

- 1.) Findings and recommendations in Project Management Review Report
- 2.) Project Health Classification (see below)

### Process Steps

- 1.) The QA 5 Project Management Review will be performed by each Service Providing QA at the appropriate point in their process within the delivery phase of the project.
- 2.) From the review a classification will be given as to the health of the project. That will then be reported to the Contract Owning QA and Opportunity Owner.

*(Note: Need to define what the process is if they get a good classification back versus a bad one??)*

### Frequency

Depends upon the size of the contract and approval from QA to proceed to next steps.

### Predecessors

Resource Role	Approve	Consult	Perform	Review	Support
Project Manager/Producer			<input checked="" type="checkbox"/>		
TM			<input checked="" type="checkbox"/>		
Art Director		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Solution Leader					
Service Provider QA (SI)	<input checked="" type="checkbox"/>				
Service Provider QA (Hosting)	<input checked="" type="checkbox"/>				
Contract Owner QA	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
Opportunity Owner					<input checked="" type="checkbox"/>
System Administrator					<input checked="" type="checkbox"/>
Testing Lead					<input checked="" type="checkbox"/>
Customer Care Lead					<input checked="" type="checkbox"/>

## Classification

## Criteria

A

Project is under control. Minor problems may exist, but the Project Manager has an effective plan in place to solve the problems. No major existing or potential problems have been identified.

B

Project is currently under control. However, existing or potential problems have been identified which will require positive management attention in order to keep the project under control.

C

Significant problems currently exist which require corrective plans. Probability exists for exceeding estimates or budgets customer dissatisfaction, and/or limited financial exposure. Aggressive management action is required to bring the project under control.

D

Major problems exist with definite, serious financial exposure and/or customer dissatisfaction.



## QA 6 - Solution/Deliverable Readiness Review

**Process Owner:**

Contract Owner QA/ Lead Service Provider QA

**Execution Responsibility:**

Project Manager/Producer

**Purpose:**

To provide an objective assessment of the solution and/or major milestone deliverables to verify that the solution will satisfy the customer's requirements as defined by the contract.

### Inputs

Signed SOW, DOU, LOA, or Contract  
All PCRs and Scope Changes  
Contract Readiness Review Report  
Project Management Review Reports

### Outputs

### Process Steps

1. The Solution/Deliverable Readiness Review will occur once the solution or deliverable is ready to be handed over to the client.
2. Before a hand off to the client occurs, the contract owning QA along with any Service Provider QA(s) will meet with the team member to determine if the solution/deliverable satisfies the clients requirements as outlined in the SOW/DOU/LOA/Contract.

### Tips & Tools

### Frequency

Repeated until completion of contractual obligation to the customer.

### Predecessors

Resource Role	Approve	Consult	Perform	Review	Support
QA (Hosting)			<input checked="" type="checkbox"/>		
QA (SI)			<input checked="" type="checkbox"/>		
QA Contract Owner	<input checked="" type="checkbox"/>				
Project Manager/Producer			<input checked="" type="checkbox"/>		
Solution Leader					<input checked="" type="checkbox"/>
Art Director					<input checked="" type="checkbox"/>
Project Executive				<input checked="" type="checkbox"/>	
TSM					<input checked="" type="checkbox"/>
Technical Team Leader					<input checked="" type="checkbox"/>
Testing Lead					<input checked="" type="checkbox"/>
Opportunity Owner					<input checked="" type="checkbox"/>
Customer Care Representative					<input checked="" type="checkbox"/>
System Administrator					<input checked="" type="checkbox"/>
Proposal Team Leader					<input checked="" type="checkbox"/>

Frequency: repeated until completion of contractual obligation to the customer

Execution Responsibility: Transition Manager or Producer

Resources: Project Team Leader

Transition Manger (Hosting)

Producer (SI)

Delivery Team Member

System Administrator

Customer Care (Help Desk)

Performance & Stress Test

Project Executive

Design Team Member

Technical Team Leader

Solution Leader

Opportunity Owner

Quality Assurer (SI and Hosting)

## **Appendix A - Roles and Responsibilities**

**Art Director**

**Project Manager/Producer**

**Solution Leader.**

**Service Provider QA**

**Contract Owner QA**

**Transition Manager (TM)**

**Technical Team Lead (Technical Team Leader)**

**Proposal Team Leader (PpTL)**

**Customer Care Represenative**

**Opportunity Owner**

**Testing Lead**

**Design Team Leader**

**System Administrator**