ICT Specialized Knowledge Questionnaire (New Request)

Associate Name:

Associate ID:

**Instructions:**

* Please provide full sentences and as much details as possible as there will not be another opportunity to present your expertise to the Canadian Government.
* Be mindful that Global Mobility is not aware of your daily roles and responsibilities so you must present as if this were a justification for your position.
* The more specific details you provide, the faster your case will be processed and filed with the Canadian Government as well as increase your chance for approval.
* **The term PRODUCT can refer to a tool, software, framework, service or process/methodology.**
* **Please directly answer the questions in each designated area as laid out in the question format below.**
* **PLEASE DELETE THE EXAMPLES IN BLUE FONT AFTER WRITING YOUR DETAILS.**

1. How would you classify your role? This is not your designation but your actual role.

(Choose one) 🡨 Dropdown selection click “choose one”

* If “OTHER” Please specify below:

1. What is your client’s name? If you work internally for Cognizant, please mention Cognizant.
2. What is the name of the industry that the client belongs to? (For example: Insurance, Banking and Financial Services, Consumer Goods, Manufacturing etc.)
3. Please provide the full name of your Business Unit (BU) and the date you joined this BU; no acronyms or abbreviations.
4. **What is the purpose of the proposed project? More specifically, why is the client seeking our services in Canada and to fulfill what need?**

* **Please use high level laymen’s terms.**
* **Please highlight the challenges/pain points faced by the client that needs to be addressed throughout the duration of the project.**
* **Please also try to remain as non-technical and use laymen’s terms in your presentation of facts as possible as if you are speaking to someone without any technical knowledge.**
* **Please limit this to 5-6 sentences.**

\*\*\*If your proposed project in Canada is different than the current project, please notify and provide 2 separate project details below.

***Example:***

*Example 1: The [name of BU] client currently has mobile application which is constantly getting hanged. Their current and prospective customers are not able to submit an online application for a new product such as a new line of credit due to the system hanging. I have* ***created*** *the [****name of product]*** *which will identify where in the server the issue is being created as well as an automatic reset of the backend feature so that the customer is able to continue submitting the application within 10 minutes.*

1. **What are YOU doing to create the solution/service? In the below table, please address: (add as many rows as necessary to provide the solutions or services we are providing for the project as well as all products designed, developed or customized for each solution or service.** 
   1. **Column 1:** What client challenges are being addressed or which enhancements are the client seeking from this client engagement? (Purpose of the engagement)
   2. **Column 2**: Name of the product **YOU** developed, designed, and/or customized for the project. If you are presenting more than one product for the solution, service, or fix, please list all here. Even if it is a client tool, what is the name of your customization/enhancement. Also, if working with a partnership product or service like SAP or AWS, please specify.
      * ***If there is more than one product, please list in order of importance.***
   3. **Column 3**: How is the Cognizant product [developed by you while with Cognizant] (tool, platform, framework, methodology, process, service, etc.) providing that service/solution to the client?

**(Without Cognizant proprietary knowledge and use, you will not qualify for a Canada Work Permit application under the Intra-Company Transferee (ICT) category).**

* 1. **Column 4**: Please mention which role you have with respect to each solution and/or product
  2. **Column 5**: Please mention who ultimately owns or will own the finalized product(s)

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| **Solution, service or fix to be Addressed by you**  **(What problem is the client facing?)**  **Limit 1-3 sentences** | **Name of Product YOU are presenting on behalf of Cognizant**  **(What is the name of the product used to address the problem?)** | **Cognizant's Customized Solution, Service, or Fix**  **(What are you/Cognizant going to do to address the problem by using the product??)**  **Limit 1-3 sentences** | **List whether you developed, designed, customized, or used and provide the date you began. You must choose one and mention which one and date** | **Who ultimately owns this product? (Client, Cognizant, Cognizant Partner, Third Party)** |
| *The client currently has mobile application which is constantly getting hanged. Their current and prospective customers are not able to submit an online application for a new product such as a new line of credit due to the system hanging.* | *I have* ***developed*** *the “Operation No Hang” product* | *It will identify where in the server the issue is being created as well as an automatic reset of the backend feature so that the customer is able to continue submitting the application within 10 minutes.* | *Developed June 2019* | *Cognizant* |
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1. **Please provide additional details about the *main product or suite of products* being presented to the client.**
   1. If you developed the product(s), how many members of the Cognizant team participated in the design and development? If there were other team members who designed and developed along with you, what makes you stand out more than the others with respect to the product(s)? Please specify for each product if there is more than one.
   2. If you did not develop this product(s), did you enhance or customize it and if so, when (month, year) did you work on the customization? Were you employed with Cognizant during the customization?
   3. Was the product(s) previously or is currently being used for North American clients? Please specify for which client.
   4. Have you begun implementing this product(s) and if so, how many years do you have experience implementing this product(s)?
   5. If the product(s) you are presenting for the solution, service, or fix has been developed less than 12 months ago, what product(s) were you previously working on and how do these products relate to each other with respect to technology and/or specialization?
2. **What is the benefit or gain that this new product/solution (tool, process, or procedure, etc.) brings to the client? This could be a revenue gain, savings, reduction in time and effort/labor.**

Please do not use exact dollar amounts, however you can provide the percentage gained or lost. Highlight that by using this product/solution, the client will see a reduction in time, manpower hours, and money (i.e., save hundreds, thousands, tens of thousands, hundreds of thousand dollars). Percentages will also work i.e., reduce savings by 25%.

For example…By using the (product name) I developed, the client has gained 30% in revenue and their customers have reduced their application time from one hour to 15 minutes. They have also increased their customer base by 20%.

1. **Cognizant client and internal team members use. You must address each question in your response**
   1. Have other clients used this new product (tool, framework, or procedure)? Meaning have you or another Cognizant associate created this product for another client engagement?
   2. Will this product be implemented for the client in the global marketplace, meaning, will it be used by the client located in different countries? If yes, please provide a detailed explanation highlighting the different regions.
   3. Will you be providing training to Cognizant associates on how to implement this product(s)?
   4. Will you be providing training to clients on how to use this product(s)?
   5. Did/do you produce any training documents for Cognizant or the client?
2. **Please provide specific and detailed job duties to describe your role in Canada.**  For each job duty, please provide the purpose/benefit of each job duty to the project with detailed bullet points. If the job duty is using the product, please add that in the bullet.

**Example: Please do not copy**

* Conducting high-level architectural design of the solution using the ***Cognizant Automation Center tool***;
* Determining the entire life cycle of the project, including analysis, design, development, testing, production, support, and maintenance for the ***Workload Automation Cloud Migration***;
* Providing architecture leadership and ongoing advice for projects including technical solutions, best practices, and efficiencies for the ***One-Click Cloud Workload Automation Tool***;

1. Are you performing the same job functions and holding the same role outside of Canada as described above for your role in Canada? If no, please provide the job duties/ functions you will be performing in the current project.
2. **Please mention, if any, the number of Cognizant associates on your team who are currently in Canada working on this project**?
   1. If there are other associates, how long (in months) have the associate(s) been in Canada working on the same project?
   2. If there are other associates, please differentiate your role to theirs.
   3. Are there any other associates on your team who are currently applying to relocate to Canada to work on the same project by using the same product?
   4. If there are other associates, please differentiate your role to theirs (if applicable)
3. How soon will you relocate to Canada after approval? (Within how many months?)

**DECLARATION PAGE**

**Associate**

*You must sign below. It can be either your* ***digital*** *signature, or you can print the last page, sign it, scan it, and share it with us together with the completed questionnaire.*

I **(PLEASE INSERT FULL NAME)**, affirm that all the information provided in this questionnaire is true and accurate.

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| Signature | Date |

**DECLARATION**

**Current Manager**

*You must sign below. It can be either your* ***digital*** *signature, or you can print the last page, sign it, scan it, and share it with us together with the completed questionnaire.* *Please note that all statements provided to Global Mobility must be True, Accurate, and Correct as we will in turn, provide these details to the government.  If you approve information that is later determined to be untrue, not only will the associate be subject to* ***disciplinary actions*** *but so will you as the approving manager.*

I **(PLEASE INSERT FULL NAME)**, affirm that all the information provided in this questionnaire is true and accurate.

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| Signature | Date |

**DECLARATION**

**Proposed Manager**

*You must sign below. It can be either your* ***digital*** *signature, or you can print the last page, sign it, scan it, and share it with us together with the completed questionnaire. Please note that all statements provided to Global Mobility must be True, Accurate, and Correct as we will in turn, provide these details to the government.  If you approve information that is later determined to be untrue, not only will the associate be subject to* ***disciplinary actions*** *but so will you as the approving manager.*

I **(PLEASE INSERT FULL NAME)**, affirm that all the information provided in this questionnaire is true and accurate.

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