

## QA Induction for Fresher's

- Created By: QA Team
- Approved By: PE Head
- Date of Release: August 2016
- Version No: 1.0
- Duration: 4 Hrs

# Starters

01. Trainer's Introduction
02. Participant's Introduction
  - Name
  - View on Quality

# Agenda

1. Introduction – Concepts of Quality
2. QMS, Its Components & Navigation
3. Deliver (Global QMS)
4. KM Portal – Best Practice/Sample Records Database
5. Tools Quality Implementation at Capgemini
6. Our Continual Quality Journey...
7. Industry Standards
8. QA Team
9. Walkthrough of Basic Templates
10. Case Studies & Games

# Introduction – Concepts of Quality

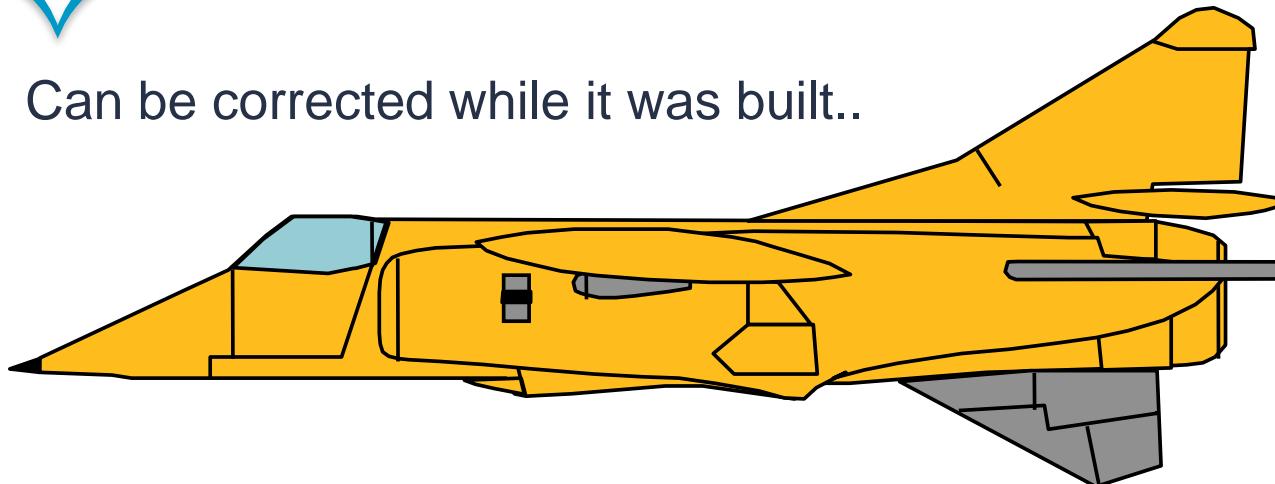
# Why Quality is important?



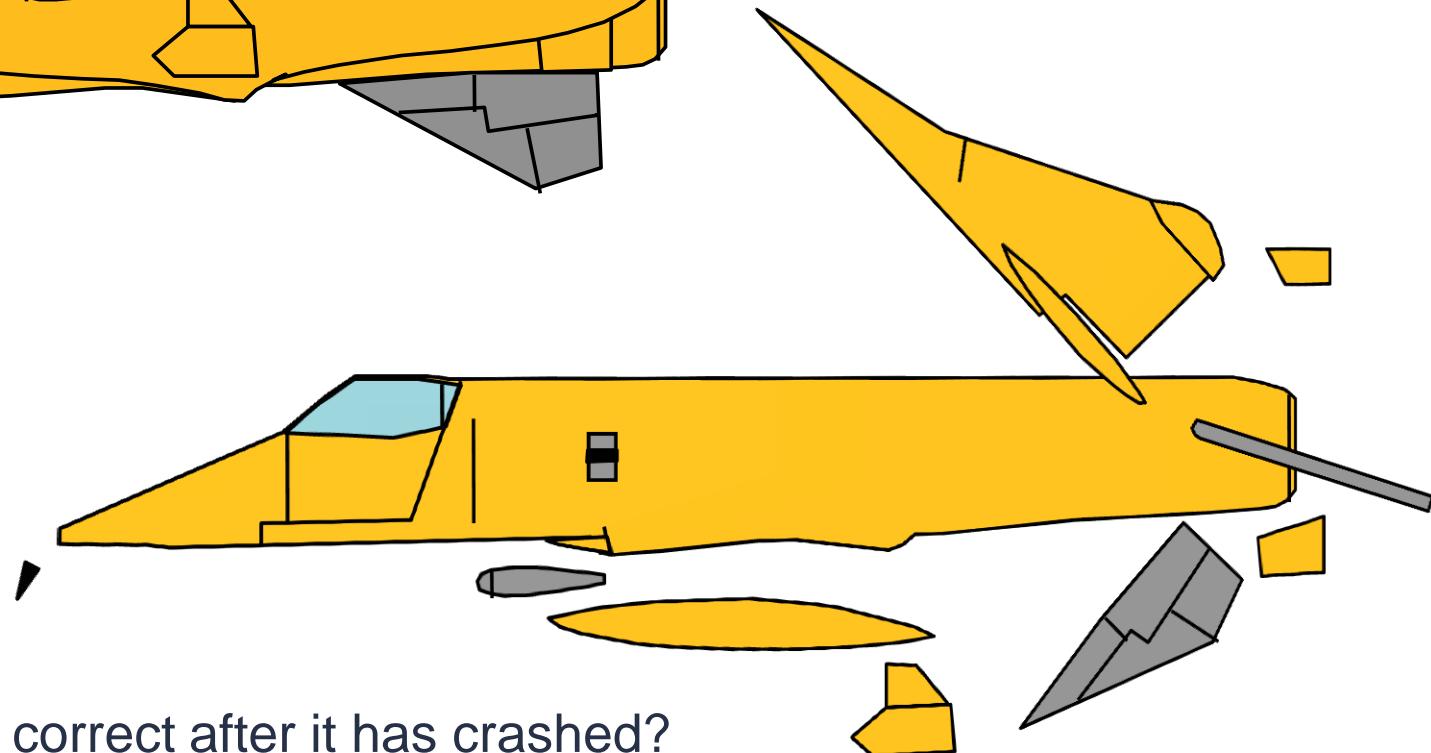
**EUROPE-ITALY.swf**

## Why Quality is important Contd..

Can be corrected while it was built..



Doing it Right,  
the First Time  
and Every Time



But can we afford to correct after it has crashed?

# Scenario : Developing a Software App (WhatsApp)



**Requirements/Planning:**  
Identify Customer (internet users) requirements.



**Requirement Analysis/Defining:**  
Analyze the different requirements from users & finalize the requirements.



**Coding (Building):**  
Using the designs & software technologies, coding will be done



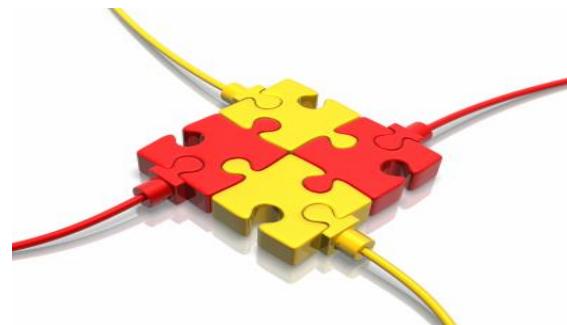
**Design the Software App:**  
High level and low level complete software app design is done.

# Scenario : Developing a Software App (WhatsApp)



## Coding(different functionalities):

Coding might happen at functionalities level. Like one part is assigned to one team and another part to another team.



## Product Integration:

Assemble the product with its different components.



## Testing:

Test all the product components after the product is integrated with all its components.

# Scenario : Developing a Software App (Whats App)



## Deployment:

Deploy the Product to Production Environment.

Internet user downloads and uses the software app.

With this scenario, we understood that, there is a sequence of stages involved in the development of a software product.

Here, Requirements/Planing, Requirement Analysis/Defining, Design, Coding, Testing, Deployment etc.. these are WhatsApp software development life cycle stages.

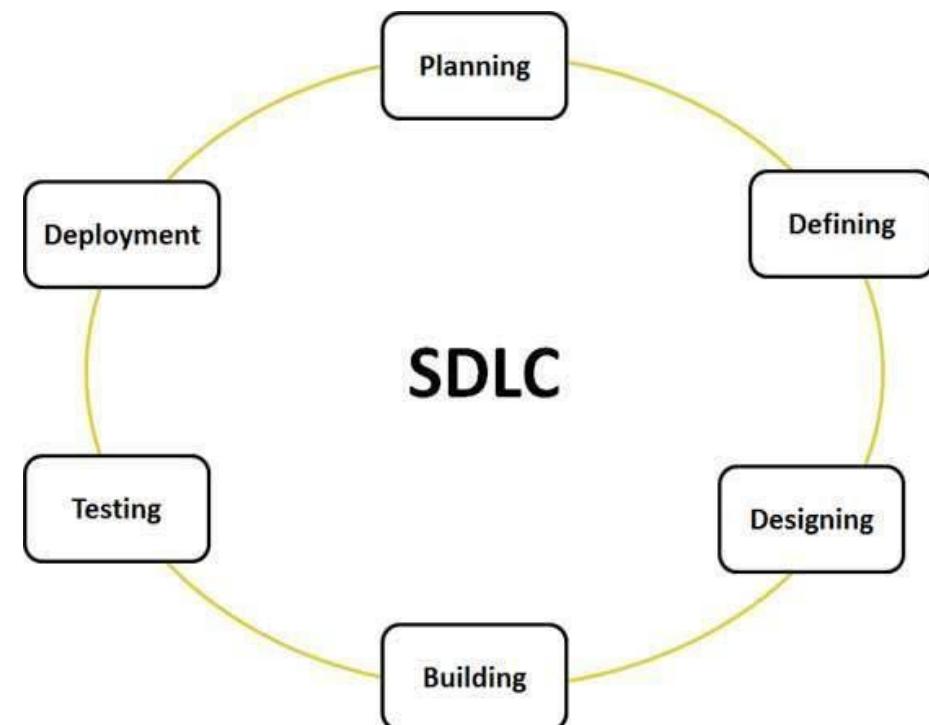
# Software Development Life Cycle (SDLC) & CG Methodologies

In a previous scenario, we have seen the WhatsApp Software development life cycle with its different stages.

The software development life cycle is a framework defining tasks performed at each step in the software development process.

A typical Software Development life cycle consists of the following stages:

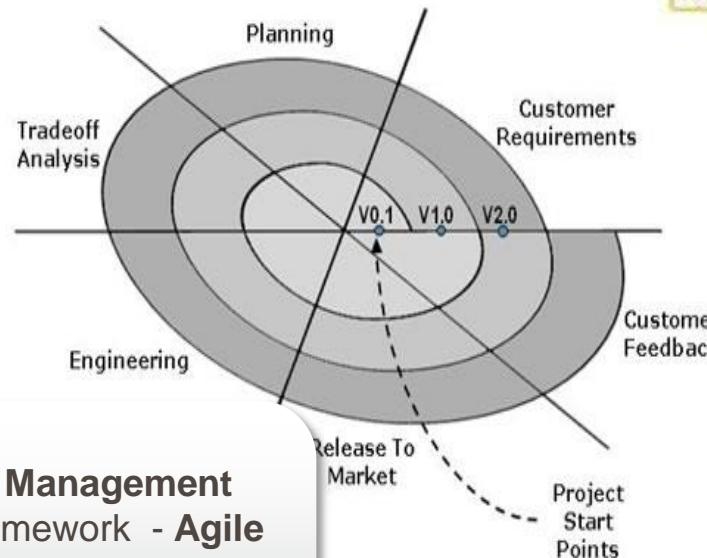
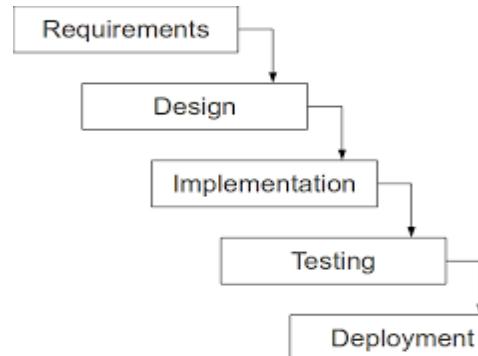
- Stage 1: Planning and Requirement Analysis
- Stage 2: Defining Requirements
- Stage 3: Designing the product architecture
- Stage 4: Building or Developing the Product
- Stage 5: Testing the Product
- Stage 6: Deployment in the Market and Maintenance



# Various Life Cycle models & Methodologies in Software

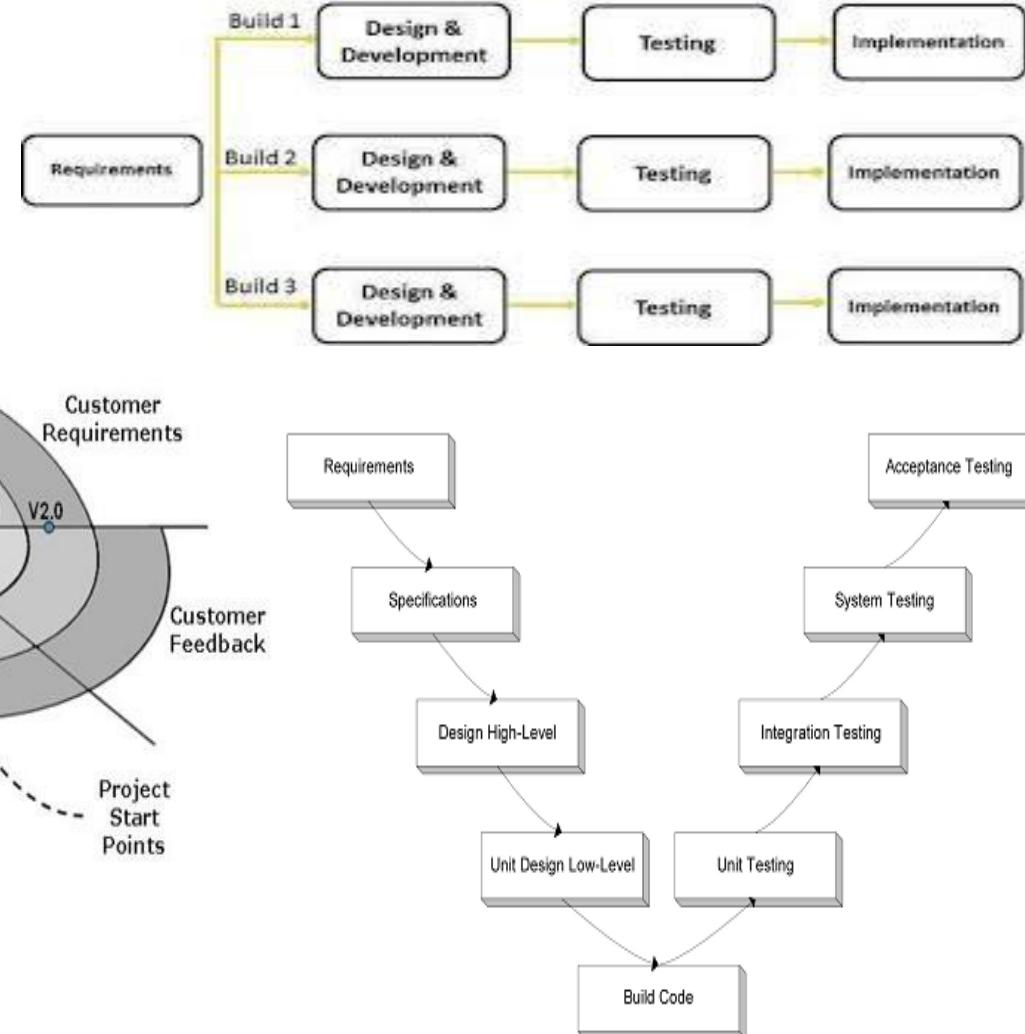
Most Important and Popular SDLC models:

- ✓ Waterfall Model
- ✓ Iterative Model
- ✓ Spiral Model
- ✓ V-Model



❑ Methodologies:

- ✓ UPM – Unified Project Management
- ✓ India Agile Process Framework - Agile
- ✓ iSAP – Industrialized SAP - SAP
- ✓ TMAP – Testing
- ✓ OUM – Oracle Unified Methodology - Oracle



# Role Play on SDLC

## Example Scenarios:

- OLA App development
- UBER App development
- Make My Trip design.

# Generic Terminologies

## **What is a Product?**

Software or substance that is manufactured/developed for sale.

Example: A Software app (WhatsApp), Smart Phone, Tennis Ball, A Computer etc..

## **What is a Defect?**

Non-conformance of a product with the specified requirements, or non-fulfillment of user expectations.

Example: WhatsApp messages not getting delivered, Smartphone camera not working,

## **What is an Issue?**

An issue is a problem related to a project/product that is currently occurring.

Example: Developer doesn't have the skill to fix the defect.

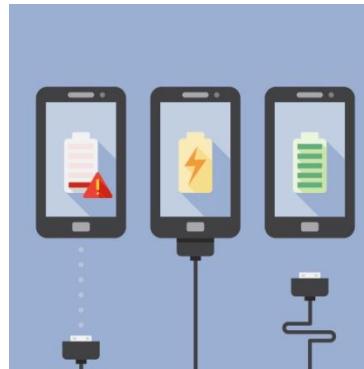
## **What is a Risk?**

A risk is an uncertain event or condition that, if it occurs, has a positive or negative impact on a project's objectives. Risks can become issues if they are not addressed properly.

Example: Requirements elicitation is not done properly, might result into more design defects.

# Scenario : Alex's Smartphone

Alex is in need of a cell phone. He goes to a mobile shop and buys a smart phone. He gets 1 year warranty on his phone. He also understands that the smart phone screen may get scratch while using, so he gets his phone screen covered with a screengaurd. After some days he noticed that the battery is getting discharged very quickly. And after a few more days, he noticed that he is not able to take photos and camera is not working. As he has a warranty on his phone, he takes his phone to the customer service desk and gets it fixed for free of cost. Alex is happy now that his phone is working properly.



# Generic Terminologies



## What is a Service?

A valuable action, deed, or effort performed to satisfy a need or to fulfill a demand.

Example: Alex's Smartphone repair.



## What is an Incident?

Unplanned interruption to a service, a reduction in the quality of a service.

Example: Alex's Smartphone camera is not working.



## What is an Problem?

A problem is a condition often identified as a result of multiple incidents that exhibit common symptoms.

Example: Alex's gets the battery replaced however after few days he again gets the same issue.

# What is Quality?

## Two Views of Quality

1

Producer's View:  
Meeting Requirements

2

Customer's View:  
Fit for Use

  
**Quality has  
attributes such as**

 **Capability**

 **Usability**

 **Performance**

 **Install-ability**

 **Maintainability**

 **Scalability**

 **Security**

Quality is the degree to which any product or service possesses a desired combination of attributes, to satisfy the stated and implied needs.

People have found many ways to define Quality:

- ✓ A degree of excellence
- ✓ Conformance to requirements
- ✓ Totality of characteristics which act to satisfy a need
- ✓ Fitness for use
- ✓ Fitness for purpose
- ✓ Freedom from defects
- ✓ Delighting customers etc...

# Benefits of Quality



## □ Benefits of quality to clients

- ✓ Improved services
- ✓ Improved choices
- ✓ Expectations met or exceeded
- ✓ Client oriented employees
- ✓ Friendlier atmosphere

## □ Benefits of quality to employees

- ✓ Pride in services delivered
- ✓ Job satisfaction
- ✓ Improved communications
- ✓ Streamlined work processes
- ✓ Happier clients
- ✓ Strong client relationships

## □ Benefits of quality to the organization

- ✓ Improved/expanded services
- ✓ Client oriented employees
- ✓ Improved client relations
- ✓ Improved community relations = better political relations
- ✓ Lower costs/cost contained
- ✓ Improved funding

# Quality Terminologies

## ➤ What is Quality Control?

Quality control (QC) is a procedure or set of procedures intended to ensure that a product or performed service adheres to a defined set of quality criteria or meets the requirements of the client or customer.

## ➤ What is Quality Assurance?

It is the activity of providing evidence needed to establish confidence among all concerned, that quality-related activities are being performed effectively.

## ➤ Quality Assurance Is Not Quality Control

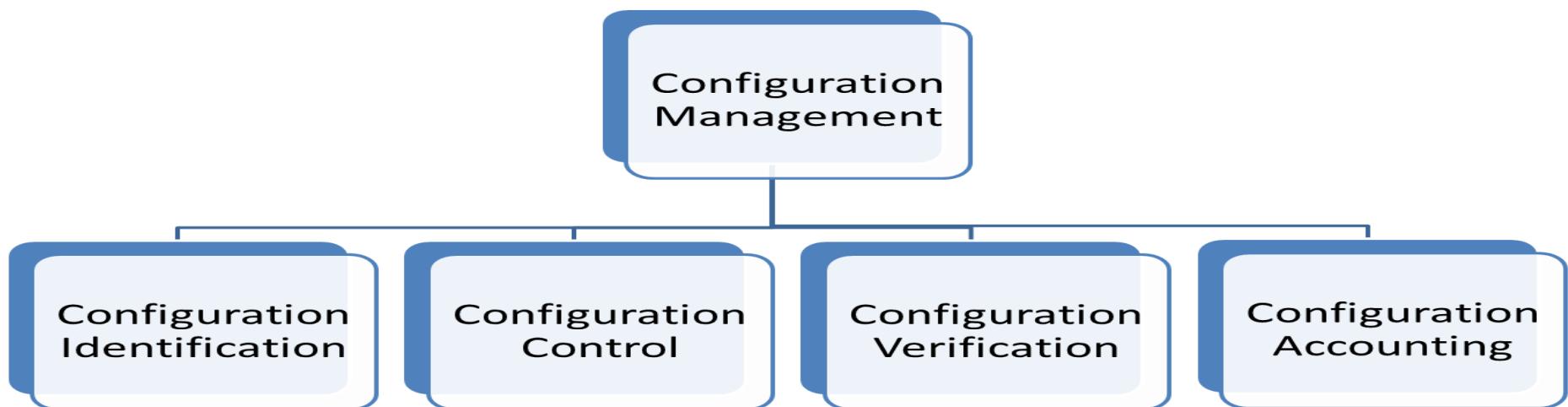
**Quality Assurance** makes sure you are doing the right things, the right way. **Quality Control** makes sure the results of what you've done are what you expected.

**Example:** Introducing the testing phase in a process is Quality Assurance, whereas performing the actual testing is a Quality Control.

# Configuration Management basic concepts

## Definition:

Configuration Management manages the components of a software project or system as well as the versions and releases of the system.



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# What is Quality Management System (QMS)?



QMS Path:

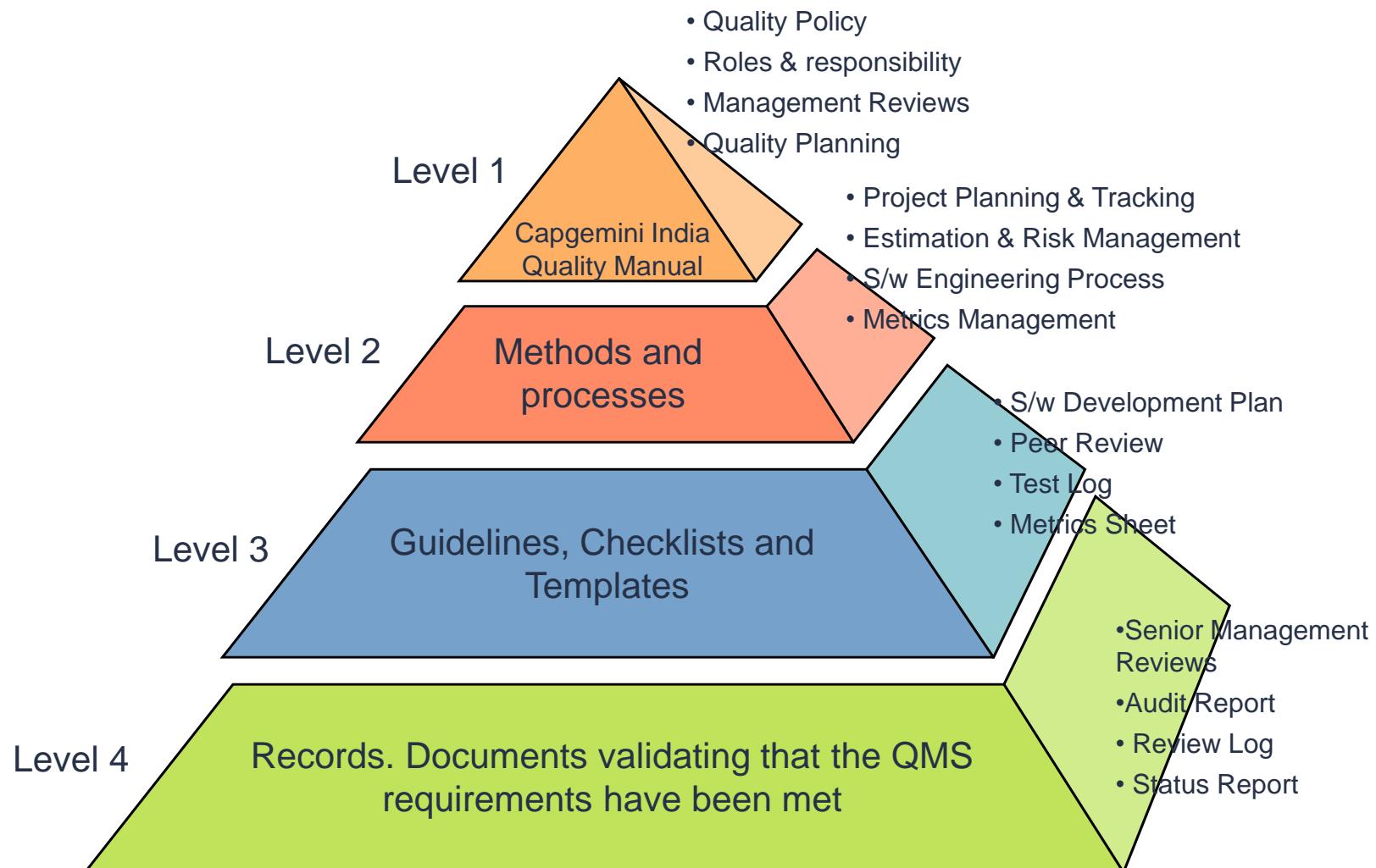
<http://qa.in.capgemini.com>

Capgemini India Quality Management System (QMS) provides the systematic approach to meet customer requirements resulting into the desired service or product

It consists of a set of policies, procedures, guidelines, tools, templates and checklists, required for planning and execution of product or service in an organization

It integrates the various internal processes within the organization and intends to provide a process approach for project execution

# QMS Structure



# What is Quality Policy?

A quality policy is a statement issued by management and quality experts to express the quality objectives of the organization, the acceptable level of quality and the responsibilities of team to ensure quality.

**Capgemini's Quality & Service Management Policy – To always meet or exceed client expectations**



**OTACE:**  
**O**n **T**ime & **A**t/**A**bove **C**lient's **E**xpectation

- The OTACE Team publishes the Organizational Level OTACE Report
- Organizational baseline : OTACE score  $\geq 3.5$
- E -Val is a Web based tool used to record and report OTACE information across Capgemini India
- <http://groupeval.capgemini.com/>

# QMS Components

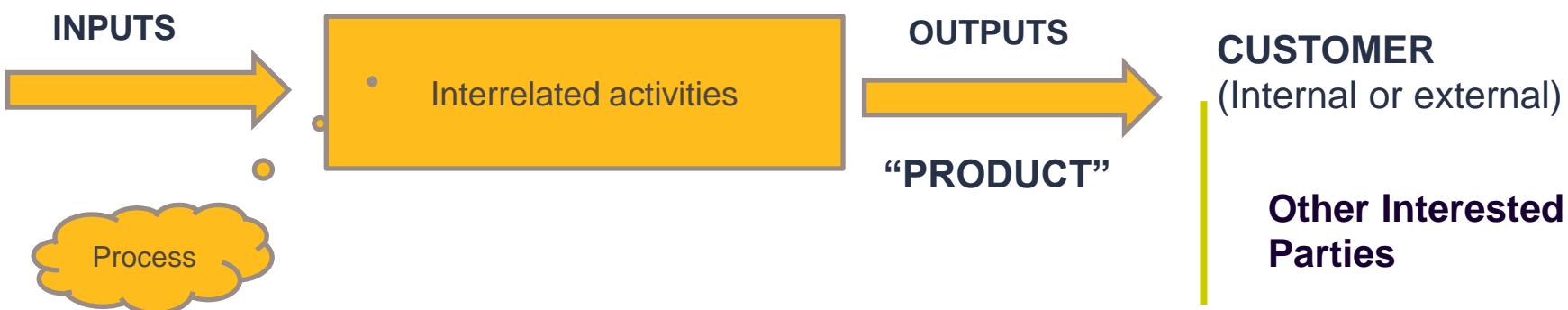
## ➤ What is Quality Manual?

Quality manual defines scope and quality management structure. It also include the organization's quality policy and objectives and a highly detailed explanation of the quality control system being used.

**Location:** Capgemini – India Quality Manual is at India QMS > Processes > Apex Documents > APEX LEVEL DOCUMENTS > CG\_India Quality Manual.docx

## ➤ What is a Process?

A process is a set of interrelated activities that interact to achieve a result.



# QMS Components Continued...



## ➤ What is a Procedure?

A fixed, step-by-step sequence of activities or course of action that must be followed in the same order to correctly perform a task.

**Example:** Procedure for conducting a training program.



## ➤ What are Tools?

Tools are a set of basic components and accessories that help software development process more efficient.

**Example:** Project Management Tools, Testing Tools, Defect Tracking Tools etc..13

# QMS Components Continued...



## ➤ What are Roles & Responsibilities?

**Roles** - Roles are the positions team members assume or the parts that they play in a particular operation or process.

**Responsibilities** - Responsibilities are the specific tasks or duties that members are expected to complete as a function of their roles.

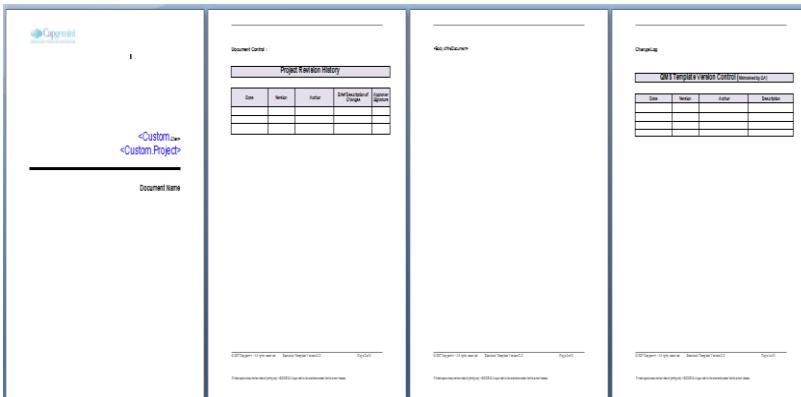
Capgemini India Roles & Responsibilities can be found at QMS > Processes > Apex Documents > APEX LEVEL DOCUMENTS > CG\_Org Roles\_Responsibilities.doc

**Example:** Project Manager – Project Management Activities for the project.

## ➤ What is a Guideline?

Guidelines typically provide additional optional information on specific subjects.

# QMS Components Continued...



## ➤ What is a Template?

It supports work products by providing a pre-defined structure for creating the work product.

**Example:** A Test Case Template will help to create a Test Case



## ➤ What is a Checklist?

Checklists identify a series of items those need to be completed or verified.

Checklists are often used in reviews such as work product inspections.

**Example:** Code Review Checklist helps in performing a code review.

# QMS Portal Walkthrough

# QMS Portal & Its Navigation

Quality Management System

Click on QMS processes

PROCESSSES ▾

HOME PROCESSSES ▾ PROCESS RECORDS ▾ TRAINING

Deliver Quick Links Best Practices

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QMS Processes

ORGANIZATIONAL PROCESSES

- Business & Delivery Risk Management
- Organizational Innovation & Improvements Management
- Organizational Process Management
- Organizational Process Performance & Metrics Management

PROJECT/SERVICE MANAGEMENT

- India Unified Project Management

DELIVERY PROCESSES

- Application Maintenance Infrastructure Maintenance (AMIM)
- Application Development (CSD)
- Technical Solution Packages (TSP)
- Global Engineering Services (GES)
- Agile
- Testing

COMMON PROCESSES

- Corrective Action & Preventive Action (CAPA)
- Quality Assurance
- Document & Coding Standards
- Work Product Review
- Project Metrics Management
- Testing
- Software Security (SDLC)

References to Organizational Processes

References to Unified Project Management

References to AM IM Services

References to CSD Processes

References to Common Processes

References to TSP Processes

References to India Agile Processes

References to Testing Life Cycle

References to Global Engineering Services

The diagram illustrates the navigation and cross-references within the Quality Management System (QMS) portal. It starts with a main menu at the top: HOME, PROCESSSES ▾ (which is highlighted), PROCESS RECORDS ▾, and TRAINING. Below this is a sub-menu for 'QMS Processes' with five main categories: ORGANIZATIONAL PROCESSES, PROJECT/SERVICE MANAGEMENT, DELIVERY PROCESSES, and COMMON PROCESSES. Each category has a list of specific processes or sub-processes. To the left of each category, there is a blue box labeled 'References to [Category] Processes'. Arrows point from these boxes to the corresponding sections in the main content area. Additionally, arrows point from the right side of the 'DELIVERY PROCESSES' section to three more blue boxes: 'References to TSP Processes', 'References to India Agile Processes', and 'References to Testing Life Cycle'. Another arrow points from the bottom right of the 'COMMON PROCESSES' section to a final blue box: 'References to Global Engineering Services'.

# QMS Portal & Its Navigation Continued...

The screenshot illustrates the QMS Portal interface with various sections and annotations:

- Top Left:** A green callout box contains the text: "Provide details of library and interactions with other libraries".
- Top Center:** A blue arrow points from the "Method Overview - CSD" section to the "Streams" icon in the navigation bar.
- Left Sidebar:** A tree view shows categories like "Waterfall", "Business Process Modeling" (with "Elicit Business Processes" selected), "Requirement Development", etc., and "Deploy".
- Bottom Left:** A green callout box contains the text: "Download Templates/ Guidelines directly from this view".
- Right Side:** A large panel displays the "Task: Elicit Business Processes" details:
  - Description:** This task involves capturing & documenting business processes.
  - Relationships:** A table showing roles, inputs, and outputs. Primary Performer: Business Analyst. Additional Performers: None.
  - Main Description:** The business analyst captures Business Requirements using inputs from different business units by conducting interview.
  - Bottom Callout:** A green box lists: Best practices from KM, Metrics for lifecycle, Indication of Mandatory Artifacts, Task Level RACI, Sample Folder structures for projects.
- Bottom Right:** A small footer note: "Copyright © Capgemini 2016. All Rights Reserved".

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# Deliver

GLOBAL INDIA MY DESK DELIVERY SALES UNIVERSITY GLOBAL CC +

All News About Us Welcome to Capgemini IGATE People

Global Talent

WELCOME TO DELIVERY & COMPETITIVENESS

Methods

- DELIVER Overview
- DELIVER Sales Policy
- E-learning
- Quality Management Systems
- Archive
- EPF/RMC
- Authoring/Tailoring
- Statistics
- Capgemini Lean Foundations

Methods

Delivery & Competitiveness > Methods

Published Methods

Method content can be searched using [Google Search](#) (specific search for methods only).

Sales Methods

- [Collaborative Selling](#) [including Sales Roadmap]
- [Due Diligence](#)

Group Management Methods

- [Unified Project Management V6.5](#)
- [Unified Service Management V1.2 New!](#)
- [Programme Management](#)

BU/Regional Management Methods

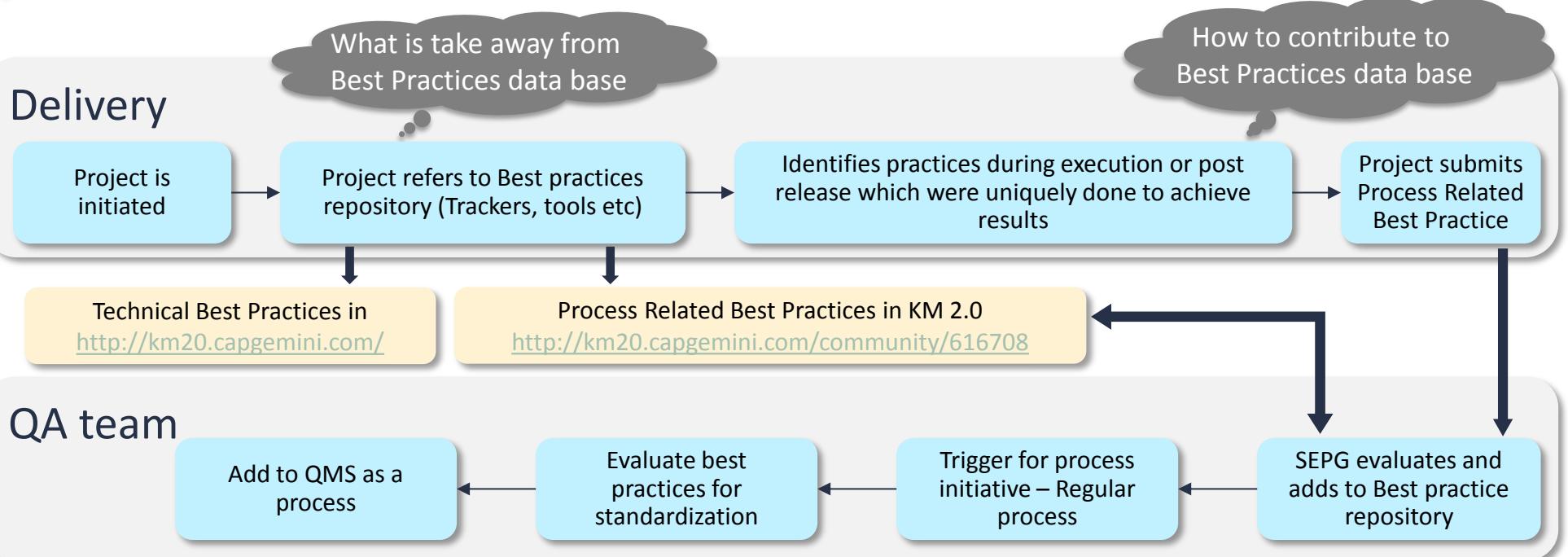
- [Unified Project Management V6.5 - Apps UK New!](#)
- [Unified Project Management V6.5 - APPS France New!](#)
- [Unified Project Management V6.5 - The Netherlands New!](#)
- [Unified Project Management V6.5 - APPS DE New!](#)
- [Unified Project Management V6.5 - Italy New!](#)
- [Unified Project Management V6.5 - Mexico New!](#)
- [Unified Project Management V6.5 - FS GBU New!](#)
- [Unified Project Management V6.5 - India New!](#)
- [Unified Project Management V6.5 - Sogeti US New!](#)

- DELIVER is the Capgemini Global Methods Environment
- DELIVER provides frameworks, methods, techniques and tools for managing and delivering all types of programs, projects and services
- It consists of processes for business development, architecture design , application development, package implementation and support services
- The DELIVER method to manage projects is called Unified Project Management (UPM), and method to manage services is called Unified Service Management (USM)
- India QMS is built based on Deliver methods and is aligned to group processes.

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# KM Portal – Best Practice/Sample Records Database



- Best Practice describes the experience gained when the process is performed
- Project fills asset details in Best Practice / Lessons Learnt Submission Form
- Project sends the Best Practice / Lessons Learnt form to In, quality.assurance
- SEPG evaluates Best Practice / Lessons Learnt and updates Organizational Best Practice / Lessons Learnt Database for process related Best Practices

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# Tools Quality Implementation at Capgemini

**Capgemini Recommend Tools are listed in the tabular format**

| Streams                                  | Capgemini Recommended tools   |
|--|---|
| 01 - Project Governance                  | N2K, Clarity, Team Forge, QPUT,DNA Report, CI portal, A3s   |
| 02 - Planning And Financial Management   | GREAT, N2K, Clarity,openWorkBench,IN_TimeCard,,Autoprome,Pricing Tool   |
| 03 - Resource Management                 | Clarity,IN_PACE, In_IRW,GRCWEB  |
| 04 - Scope And Requirements Management   | Team Forge, Requisite Pro   |
| 05 - Change Control                      | Clarity,TeamForge   |
| 06 - Risk Management                     | Clarity,TeamForge,PMTS(Risk Assessment Tool)  |
| 07 - Issue Management                    | Clarity,TeamForge   |
| 08 - Client Relationship Management      | E-Val   |
| 09 - Supplier And Procurement Management | Clarity,TeamForge   |
| 10 - Communication Management            | Clarity,GIMS+,IN_Visual Management Boards,LVIS , VVM Dashboard,A3s  |
| 11 - Infrastructure Management           | Clarity,GFS   |
| 12 - Configuration Management            | Subversion,Sharepoint   |
| 13 - Quality Management                  | Clarity, Rational Functional Tester and Test Manager, IN_CAST, HP Quality Center,CAST,PMTS, Predictive Analysis |
| 14 - Knowledge Management                | Team Forge, KM 2.0,Sharepoint   |

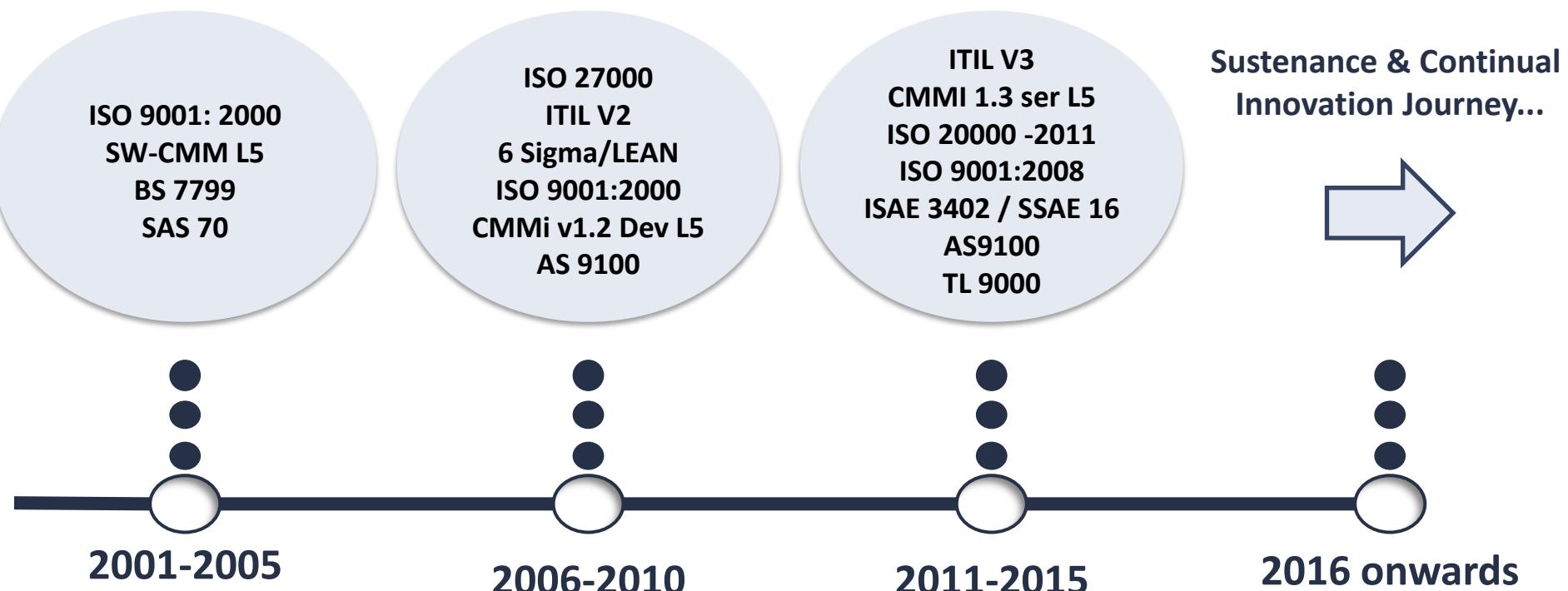
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# Our Continual Quality Journey...

## 6 Sigma & LEAN – a continuation of our CMMi journey

We use 6 Sigma & Lean as a vehicle for continuous improvement & innovation; a pre-requisite for us to stay at CMMi Maturity Level 5 [higher level of process-predictability]



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# Industry Standards

There are many industry standards / Models like ISO, CMMI, ITIL, Six Sigma, Lean etc..



International  
Organization for  
Standardization



## ➤ ISO

The International Organization for Standardization (ISO) is an international standard-setting body composed of representatives from various national standards organizations.

It is responsible for the ISO 9000, ISO 14000, ISO 27000, ISO 22000 and other international management standards.

## ➤ CMMI

Capability Maturity Model integration (CMMI) is a process improvement model introduced by Software Engineering Institute of Carnegie Mellon University.

# Industry Standards



## ➤ ITIL

Information Technology Infrastructure Library, is a set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.

## ➤ Six Sigma

Six Sigma is a disciplined, data-driven approach and methodology for eliminating defects in any process – from manufacturing to transactional and from product to service.

## ➤ Lean

It is a systematic method for the elimination of waste ("Muda") within a Project life cycle.

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# QA Department

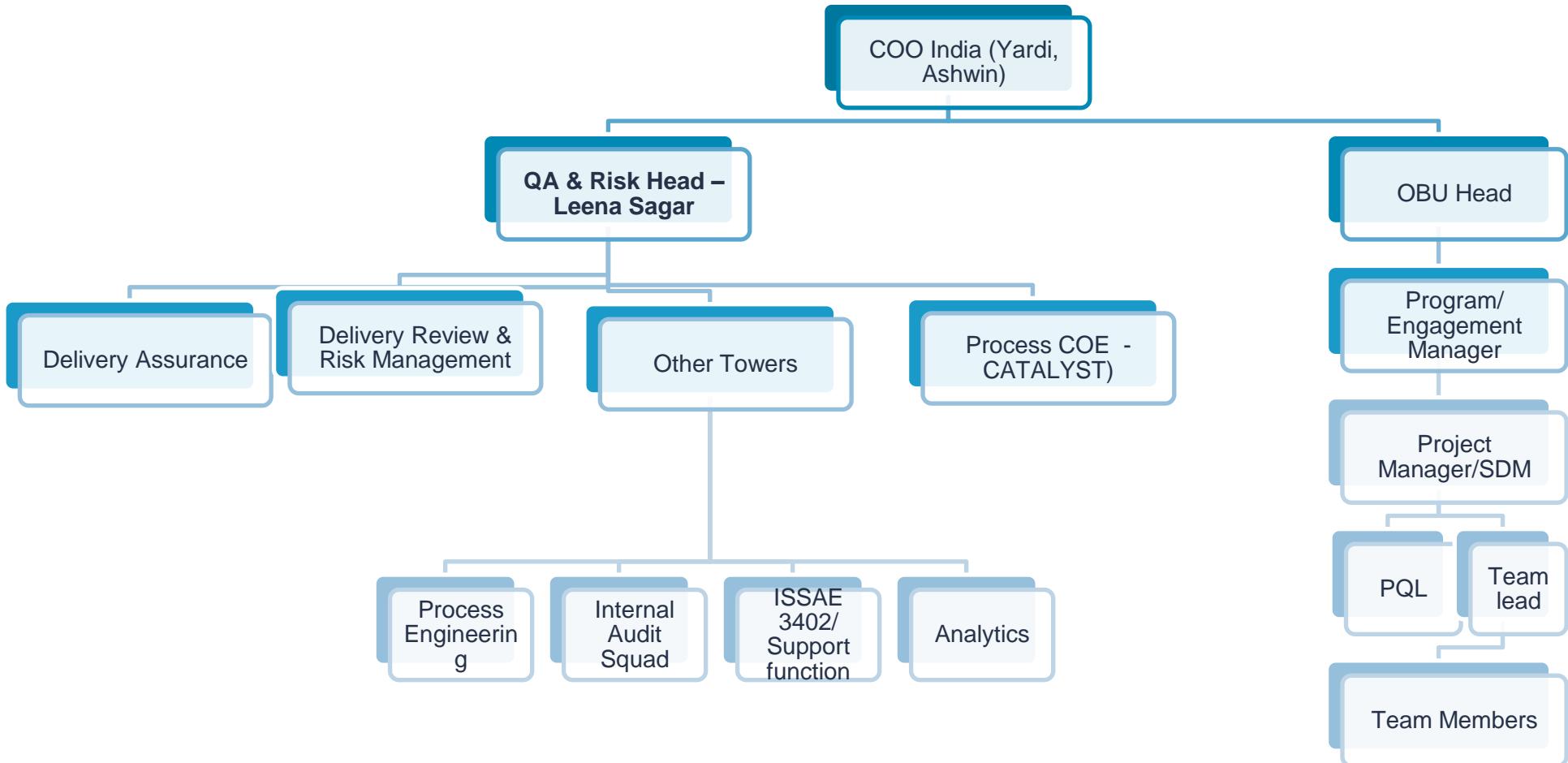
## Quality Assurance Department

[quality.assurance.in@capgemini.com](mailto:quality.assurance.in@capgemini.com)

We facilitate & Provide on-going support:

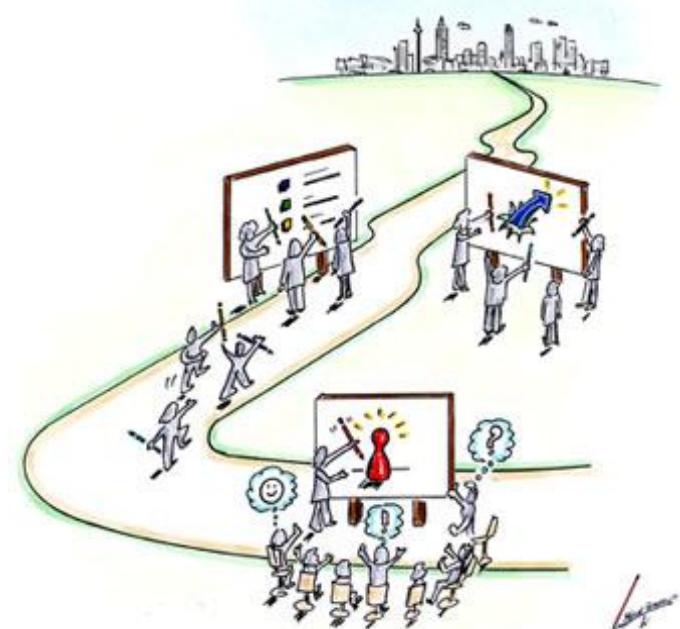
Implementation of Quality Assurance standard in all spheres of activity throughout the organization viz. projects and functions.

# Org Structure



# QA Services – Facilitation and Ongoing Support

Multiple suggestions will lead to confusion !!



We help you follow the right steps at the right time !!

During Facilitation :

- ✓ Introducing to QMS
- ✓ Contract reviews
- ✓ Sharing best practices
- ✓ Assistance in process tailoring
- ✓ Metrics configurations in tools
- ✓ Etc...

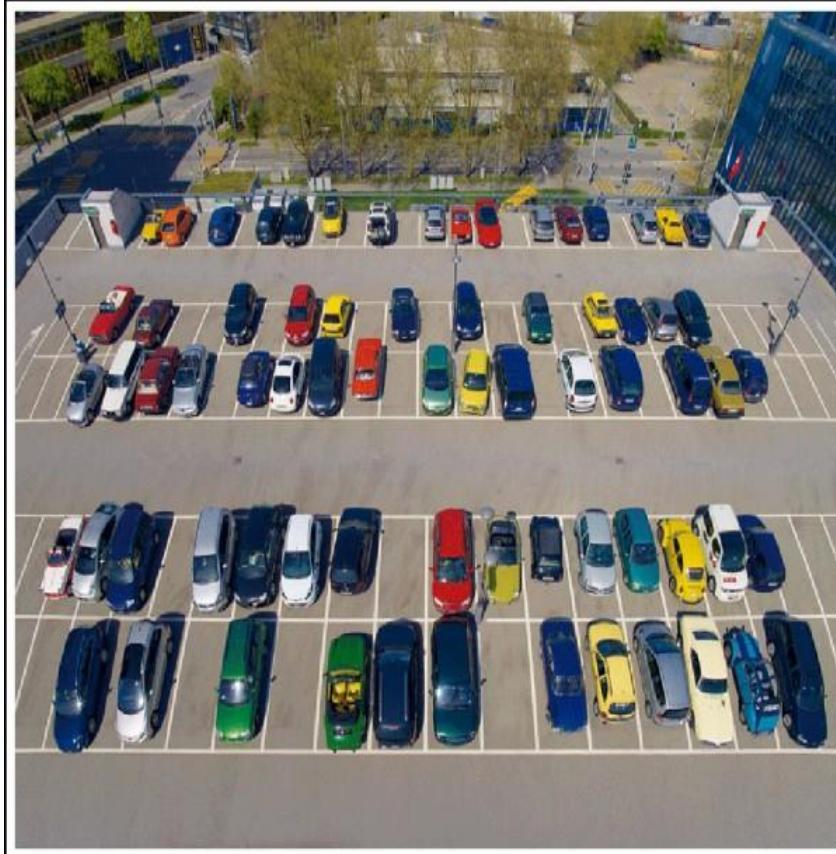
During On-going Support :

- ✓ Connect with PQL for on-going activities
- ✓ Monthly project reviews
- ✓ Support in process improvements
- ✓ Metrics reviews
- ✓ Etc..

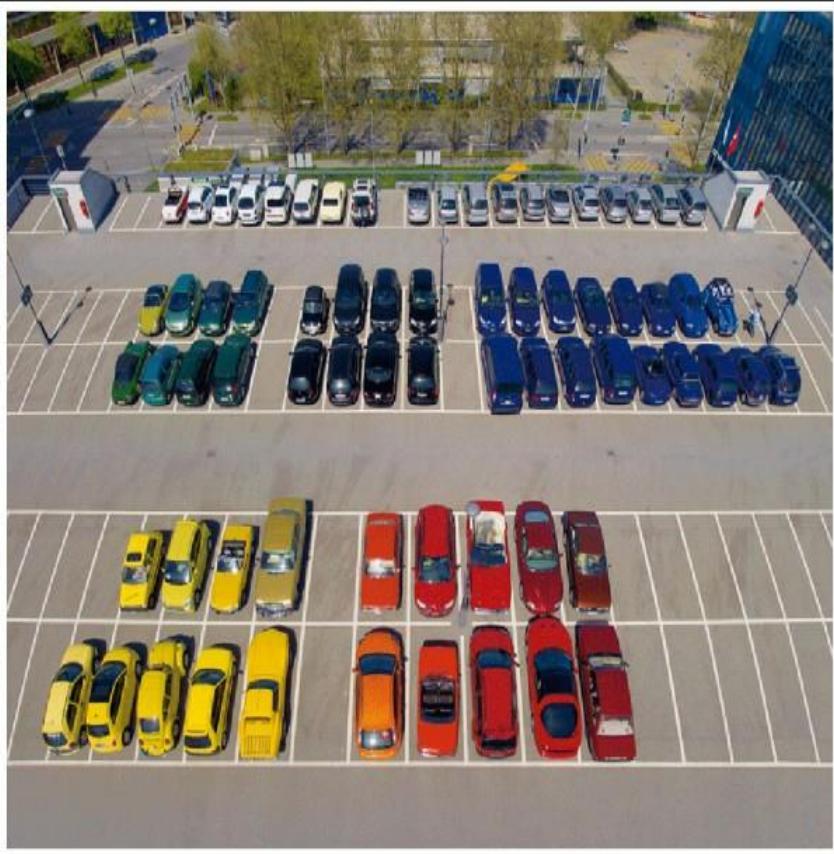
# QA Services - Audit

Quality Team conducts the Audits to ensure the project compliance to the organizational set policies and processes.

Before audit



Audit Day



# QA Services - Risk Management

We'll be fooling ourselves if we are expecting a clear road ahead of us !!



"We've considered every potential risk except the risks of avoiding all risks."

Quality Team helps projects in identifying and mitigating the project risks.

# QA Services - Metrics

*Less numbers and proactive metrics are only to save business risk. Expectation of quality models mostly contradict on this*



Quality Team has set up a SQA team which will help review and approval of the metrics for the projects and metrics council team establish baselines at an organizational level.

# QA Services - Six Sigma



Is there really a big difference between  
99.0% & 99.9996%?

Six Sigma is methodology adopted in engagement which would help to reduce defects.

# Continuous Improvement – PDCA Cycle

In Capgemini, we follow PDCA cycle for continuous improvement



Below are some of the activities through which we achieve continuous improvement in Capgemini.

- ✓ Automation – Metrics Submission through PMTS
- ✓ Industrialization: Code Quality Improvement
- ✓ FMEA Implementation
- ✓ PM Workshop, CM Workshops, Rapid Start Workshop
- ✓ iCompass for Skills and Competency Assessment
- ✓ Process Model for prediction

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# Walkthrough of Basic Templates - CLARITY

- Opening a Timesheet in Clarity
- Different Scenarios for Filling up of Timesheets
  - Task Assigned to the Resource
  - Task not Assigned to the Resource
- Submitting Timesheets

# Walkthrough of Basic Templates - CLARITY Continued...

## Opening a Timesheet in Clarity

The screenshot shows the Clarity PPM application interface. The top navigation bar includes a logo, user name (Varsha torane1), and links for Logout, Help, and About. Below the header is a toolbar with icons for Back, Forward, Home, Favorites, and other functions. The main menu is open, showing categories like Personal, Portfolio Management, Resource Management, General, Projects, Resources, Organizer, and Reports and Jobs. Under the Home tab, the 'Timesheets' link is highlighted with a red box and a callout bubble. A dropdown menu for 'Timesheet Status' is open, showing options: Open (selected), Submitted, Approved, and Posted. At the bottom, there's a table with columns for Date, Timesheet Status, Adjusted, Adjustment, and Total. The rows show dates from 01.12.13 to 16.12.13, all with 'Open' status and 0,00 values. A red box highlights the clock icon in the first row, with a callout bubble instructing to click it.

Click the timesheets link under Home tab

Click the on the clock icon of the timesheet group that contains the day against which you want to book time

| Date     | Timesheet Status | Adjusted | Adjustment | Total |
|----------|------------------|----------|------------|-------|
| 01.12.13 | Open             |          |            | 0,00  |
| 02.12.13 | Open             |          |            | 0,00  |
| 09.12.13 | Open             |          |            | 0,00  |
| 16.12.13 | Open             |          |            | 0,00  |

# Walkthrough of Basic Templates - CLARITY Continued...

Once you open your timesheet by clicking on the clock icon of the timesheet group then the following screen will be displayed:

The screenshot shows the Clarity PPM Timesheet interface. At the top, there is a navigation bar with a logo, 'Clarity PPM', and links for 'Home' and 'Favorites'. Below the navigation bar, the title 'Timesheet' is displayed. A dropdown menu for 'Time Period' shows '13.01.14 - 19.01.14'. The resource name 'varsha torane1' is selected. The 'Timesheet Status' is set to 'Open'. The main area features a grid for entering work hours. The columns include 'Investment', 'Investment ID', 'Phase', 'Parent', 'Task ID', 'Description', 'Input Type Code' (with sub-columns for Mon, Tue, Wed, Thu, Fri, Sat, Sun, Total, and ET), and a 'Total' column. A row in the grid has the word 'Total' in the 'Description' column. Below the grid, there is a button labeled 'Add Task'. At the bottom, there are three buttons: 'Submit for Approval', 'Populate', and 'Cancel'. A note at the bottom left says 'Work Effort = Hours'.

# Walkthrough of Basic Templates - CLARITY Continued...

## Task Assigned to the Resource

The screenshot shows the Clarity PPM Timesheet module. At the top, there's a navigation bar with 'Home' and 'Favorites' links, and a user profile 'varsha torane1'. Below the header is a toolbar with icons for 'Add Task', 'Split', 'Delete', 'Save', 'Submit for Approval', 'Populate' (which is highlighted with a red box), and 'Cancel'. A status bar at the bottom left says 'Work Effort = Hours'.

The main area is titled 'Timesheet' and displays a grid of tasks. The columns include: Task ID, Description, Input Type Code, Mon 13.01, Tue 14.01, Wed 15.01, Thu 16.01, Fri 17.01, Sat 18.01, Sun 19.01, Total, ETC, Start, Finish, and Posted Actuals. There are two rows of tasks:

| Task ID        | Description        | Input Type Code    | Mon 13.01 | Tue 14.01 | Wed 15.01 | Thu 16.01 | Fri 17.01 | Sat 18.01 | Sun 19.01 | Total | ETC   | Start    | Finish   | Posted Actuals |
|----------------|--------------------|--------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-------|-------|----------|----------|----------------|
| demo vt 12345  | Unplanned Tasks    | Unplanned Tasks    | task 3    | task 3    |           |           |           |           |           | 0,00  | 0,00  | 01.10.13 | 29.11.13 | 164,00         |
| DEMO VT3 12345 | Change Request 001 | Change Request 001 |           | Task 1.1  |           |           |           |           |           | 0,00  | 40,00 | 14.01.14 | 20.01.14 | 0,00           |

Annotations with red boxes and yellow callouts highlight specific features:

- A callout points to the 'Populate' button with the text: "Clicking on Populate, populates all the tasks in the timesheet that are assigned to you as below".
- A callout points to the 'ETC' column header with the text: "ETC is the time planned on this task".
- A callout points to the 'ETC' value '40,00' in the second row with the text: "ETC is shown as a tooltip".
- A callout points to the 'Note' icon in the toolbar with the text: "Click on this icon to add a note".

- Click on the task name to see the start date and end date of the task.
- You can now enter the time for the tasks assigned to you

# Walkthrough of Basic Templates - CLARITY Continued...

## Task Not Assigned to the Resource

Clarity PPM

Home Favorites

Timesheet

Time Period: 13.01.14 - 19.01.14

Resource Name: varsha torane1 Modified by: v

Timesheet Status: Open Last Modified: 1

|                          | Investment                                   | Investment ID  | Phase              | Parent             | Task ID | Description | Input Type Code        | Mon 13.01 | Tue 14.01 | Wed 15.01 | Thu 16.01 |
|--------------------------|--|----------------|--------------------|--------------------|---------|-------------|------------------------|-----------|-----------|-----------|-----------|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> demo vt  | demo vt 12345  | Unplanned Tasks    | Unplanned Tasks    | task 3  | task 3      | <input type="button"/> |           |           |           |           |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> DEMO VT3 | DEMO VT3 12345 | Change Request 001 | Change Request 001 |         | Task 1.1    | <input type="button"/> |           |           |           |           |

Tasks

demo vt 12345 Unplanned Tasks task 3

DEMO VT3 12345 Change Request 001 Task 1.1

After you populate, click the "Add Task" tab. This will take you to the following screen

Add Task

Save Submit for Approval Populate Cancel

Work Effort = Hours

# Walkthrough of Basic Templates - CLARITY Continued...

## Task Not Assigned to the Resource

Can group by Task Hierarchy to see the Hierarchy above the task

| Investment | Investment ID | Task   |
|------------|---------------|--------|
| demo vt    | demo vt 12345 | task 2 |

- From the drop down in the above snapshot select “Not Assigned” and click filter
- On doing so, you will get a list of tasks that were not assigned to you.
- Check the check box next to the task against which you want to fill time and then click Add this will add this task to your timesheet enabling you to enter time against this task.

# Walkthrough of Basic Templates – CLARITY Continued...

## Submitting the Timesheet

Home | Favorites

Timesheet

Time Period: 13.01.14 - 19.01.14

Resource Name: varsha torane1

Modified by: varsha torane1

Timesheet Status: Open

Last Modified: 13.01.14 21:39

|  | Investment                          | Investment ID | Phase          | Parent             | Task ID            | Description | Input Type Code | Mon 13.01 | Tue 14.01 | Wed 15.01 | Thu 16.01 | Fri 17.01 | Sat 18.01 | Sun 19.01 | Total | ETC  |       |      |
|--|-------------------------------------|---------------|----------------|--------------------|--------------------|-------------|-----------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-------|------|-------|------|
| Tasks  |                                     |               |                |                    |                    |             |                 |           |           |           |           |           |           |           |       |      |       |      |
| <input type="checkbox"/>                               | <input checked="" type="checkbox"/> | demo vt       | demo vt 12345  | Unplanned Tasks    | Unplanned Tasks    | task 3      | task 3          |           | 4         | 4         | 4         | 4         | 4         |           |       | 0,00 | 0,00  |      |
| <input type="checkbox"/>                               | <input checked="" type="checkbox"/> | DEMO VT3      | DEMO VT3 12345 | Change Request 001 | Change Request 001 |             | Task 1.1        |           | 5         | 5         | 5         | 5         | 5         |           |       | 0,00 | 40,00 |      |
| <input type="checkbox"/>                               | <input checked="" type="checkbox"/> | DEMO VT3      | DEMO VT3 12345 | Change Request 003 | Change Request 003 |             | Task 3.4        |           |           |           |           |           |           |           |       | 0,00 | 0,00  |      |
|  |                                     |               |                |                    |                    |             |                 |           |           | Total     | 0,00      | 0,00      | 0,00      | 0,00      | 0,00  | 0,00 | 0,00  | 0,00 |
| <b>Add Task</b> <b>Split</b> <b>Delete</b>             |                                     |               |                |                    |                    |             |                 |           |           |           |           |           |           |           |       |      |       |      |
| <b>Save</b> <b>Submit for Approval</b> <b>Populate</b> |                                     |               |                |                    |                    |             |                 |           |           |           |           |           |           |           |       |      |       |      |
| Work Effort = Hours                                    |                                     |               |                |                    |                    |             |                 |           |           |           |           |           |           |           |       |      |       |      |

After you fill the timesheet click on Submit for Approval

- In order to book time daily one can save the timesheet and submit it at the end of the week
- Once you save or submit it, it will deduct the number of hours in ETC column with the time you have already entered and at the same time the total number of hours that you have already entered will be shown in the total column

# Walkthrough of Basic Templates - Coding Standards & Guidelines

## Coding Standards & Guidelines

Coding standards for different technologies are available and they can be found in QMS at: QMS > Processes > QMS Processes > Document & Coding Standards > Description page provides the links as below.

Procedure > 01-Document and Coding Standards

**Phase: 01-Document and Coding Standards**



Description Work Breakdown Structure Roles Work Product Usage

Relationships

Parent Activities • Procedure

Description

**Document and Coding Standards**

|                  |                        |                         |
|------------------|------------------------|-------------------------|
| cast coding.html | Coding Guidelines.html | Process Guidelines.html |
|                  | checklist.html         |                         |

**CAST Coding Rules**

[Code\\_Analyzers\\_Rule\\_Comparison\\_DotNet](#)

[Code\\_Analyzers\\_Rule\\_Comparison\\_Java](#)

[Code\\_Analyzers\\_Rule\\_Comparison\\_SAP](#)

[Code\\_Analyzers\\_Rule\\_Comparison\\_Siebel](#)

[Code\\_Analyzers\\_Rule\\_Comparison\\_Oracle](#)

[Code\\_Analyzers\\_Rule\\_Comparison\\_PeopleSoft](#)

**Coding Guidelines**

[ABAP Coding Standards](#)

[C Sharp Coding Standards](#)

[D2K Standards and Guidelines](#)

[Dot Net Coding Guidelines](#)

[IFS\\_Coding\\_Standard](#)

[Java Coding Standards](#)

[MQ\\_Series\\_Coding\\_Guidelines](#)

[PeopleSoft Development Guideline](#)

[SFDC APEX Coding Standards](#)

[Siebel\\_Development\\_Guidelines](#)

[SQL & PLSQL Standards](#)

[SQL Server Database Standards](#)

# Walkthrough of Basic Templates – DEFECT LOG

## Defect Log Template Sections

|                           |
|---------------------------|
| Defect ID                 |
| Title                     |
| Description               |
| Date Detected             |
| Detected By               |
| Detected Where            |
| Root Cause                |
| Category                  |
| Impact                    |
| Priority                  |
| Status                    |
| Date Last Status Change   |
| Owner                     |
| Defect Resolution Actions |
| Estimated Cost            |
| Target Resolution Date    |
| Comments                  |
| Actual Resolution Date    |
| Actual Cost               |
| Sign-Off                  |



**QT\_Review-Testing Defect Log.xls**

# Walkthrough of Basic Templates

## Logging Incident & Problem Tickets

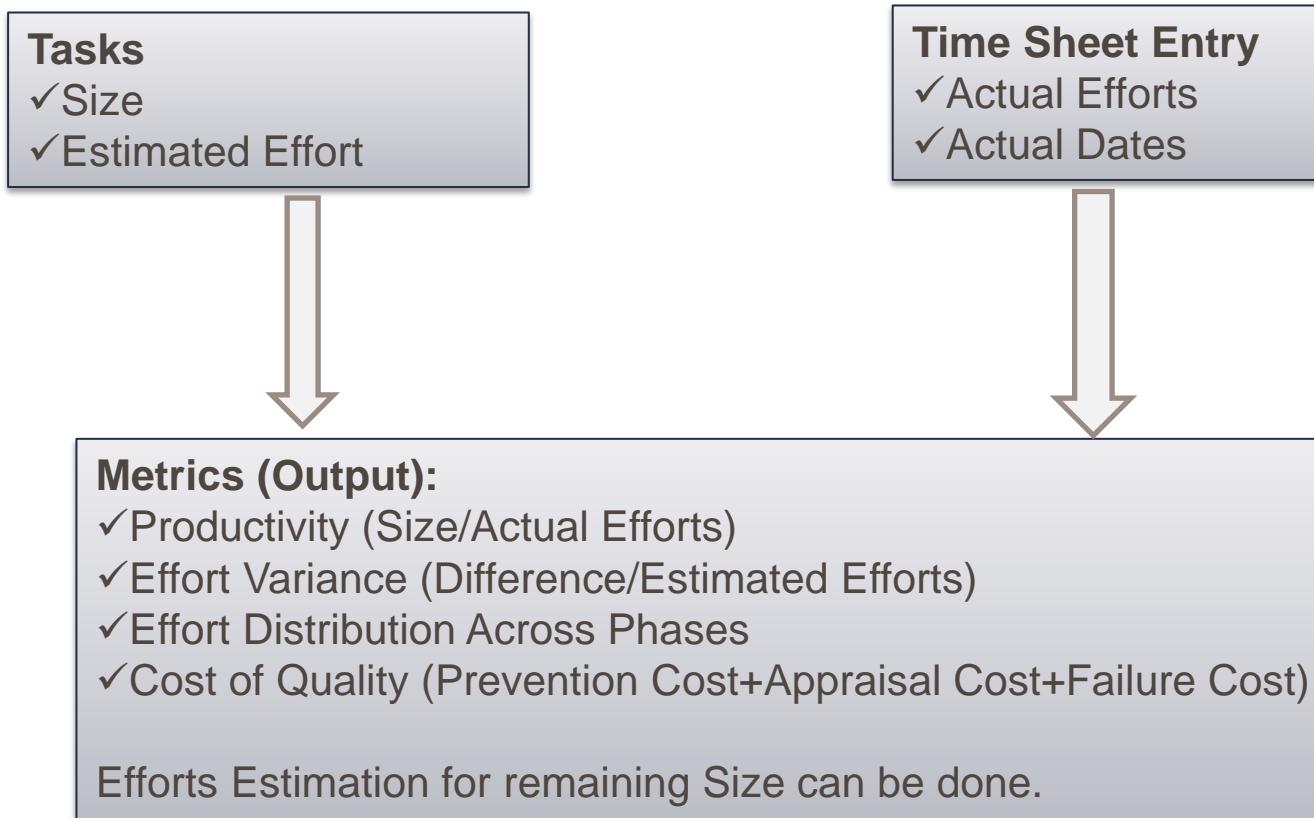


QT\_Incident  
Log.xlsx

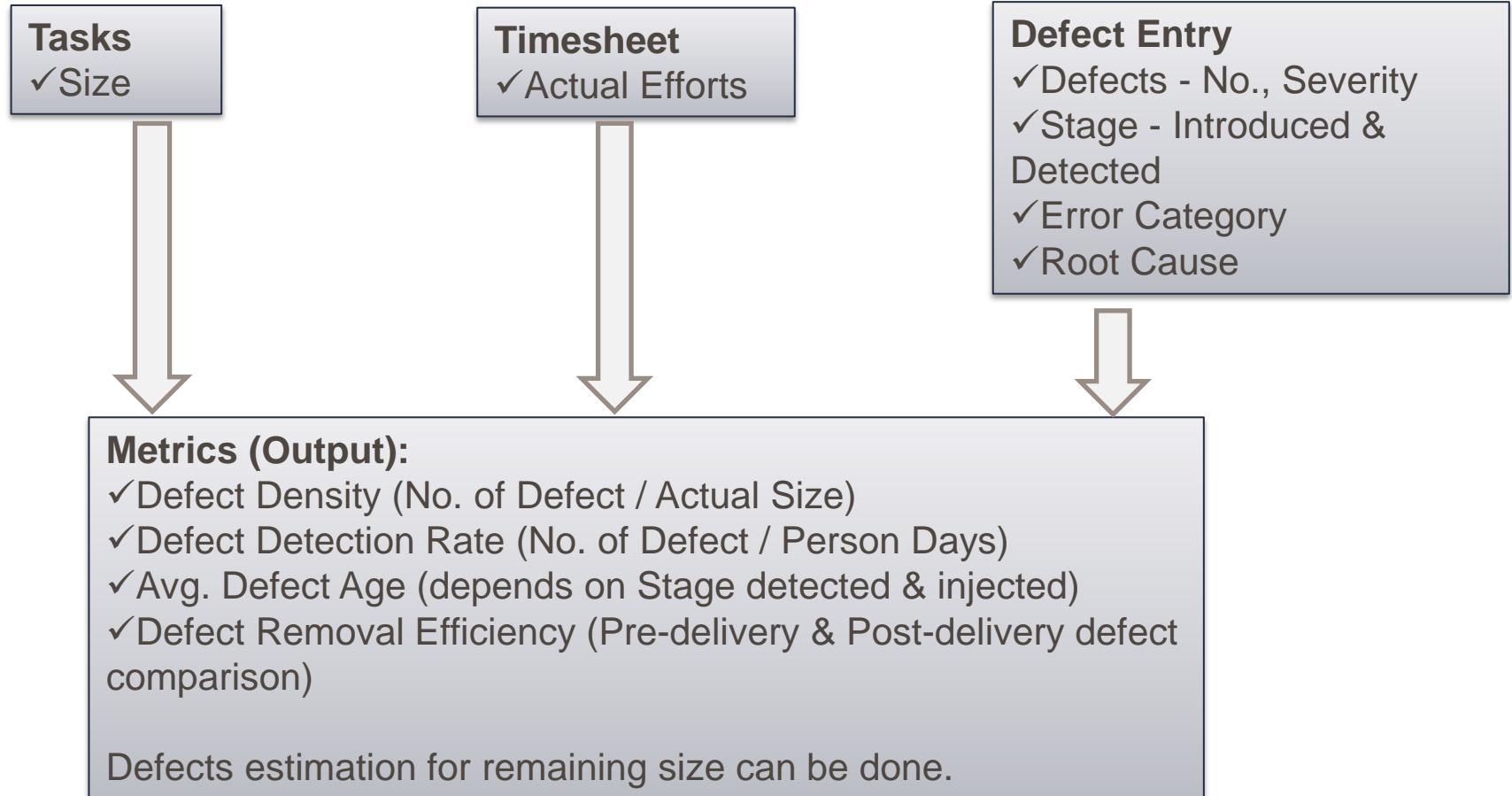


QT\_Problem  
Log.xlsx

# Why Capture Efforts?



# Why to Capture Defects?



# Agenda

1. Introduction – Concepts of Quality
2. QMS, Its Components & Navigation
3. Deliver (Global QMS)
4. KM Portal – Best Practice/Sample Records Database
5. Tools Quality Implementation at Capgemini
6. Our Continual Quality Journey...
7. Industry Standards
8. QA Team
9. Walkthrough of Basic Templates
- 10. Case Studies & Games**

# Case Studies & Games

## **TEAM GAME**

Given below is a table with key words from quality, delivery, SDLC, certifications and organization level roles.

You can find the words arranged horizontally, vertically, diagonally or in a mirror image format. Find out the maximum words.

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
| Y | C | M | M | I | S | S | U | E |
| T |   | E |   | D | T |   |   | G |
| I | T | F |   | P | M | I |   | R |
| L | I | F | E | C | Y | C | L | E |
| A | M | O |   | L | O | S | I | A |
| U | E | R |   | A | T | S | E | T |
| Q |   | T |   | R |   |   | T | S |
| M | C | A | R | I | S | K |   | A |
| S | E | P | G | T | A | S | K | C |
| P | M | T | S | Y | B |   | M | M |

# Case Studies & Games Continued..

## **TEAM GAME ANSWERS**

|         |           |
|---------|-----------|
| QUALITY | ISO       |
| COST    | CMMI      |
| TIME    | ITIL      |
| TEST    | QMS       |
| ISSUE   | LIFECYCLE |
| RISK    | PM        |
| CAR     | SEPG      |
| EFFORT  | TASK      |





# Thank You