**Minutes of Meeting**

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| --- | --- | --- | --- |
| Project Code | **IT-ERP-BRAS** | Document Code | SUP-MOM |
| **Meeting Organizer** | **Date** | **Participants Invited** | **Present** |
| Hari Thapliyal | 6-Jan-15 | Sh. Hari Thapliyal | Present |
|  |  | Sh. Janki Vallabha Dasa | Present |
|  |  | Smt. Lakshmi | Present |
|  |  | Ms. Sireesha | Present |
|  |  | Sh. Aishwarya Kumar | Present |
|  |  | Sh. Vivekananada | Present |
|  |  | Sh. Sreedhar | Present |
|  |  | Sh. Ayyappa | Present |

# Agenda

* With PM
  + Follow up of items information needed with ABS (Completed)
  + Discuss Business case report prepared earlier (while Balance ScoreCard Project) (Discussed)
  + Incorporate input into Business Case Presentation
  + Prepare a project schedule of the project (Not Required)
* With PM/Sreedhar/Ayyappa
  + Prepare a configuration management process (Completed)
* With Team
  + Discuss how to Analyse huge data and make meaning of it for organization (Completed)

# Discussions

## Discussion 1

* Balance Scorecard
* Business case report
* Balance scorecard is not complete
* Business case report is not complete and it does not reflect org perspective

## Discussion 2

* Need of configuration management process
* Configuration management process is developed
* Implement it for PMO & ERP Project

## Discussion 3

* Sireesha / Data Analysis & IT (Service Support)
  + Must Have
    - Reduce the pending calls
    - Maintain SLA time for each call
  + Nice have
* Aishwarya Kumar / Web support
  + Must Have
    - Increase conversion of People on website
    - Increase the engagement rate
    - Increase the targeted traffic
    - Generate leads
  + Nice have
    - Increase likes on FB, TW, Google+
    - Publish more blog articles
    - Give look & feel to website
* Vivekananda / Analyse IT Calls
  + Must have
    - No of wrong category and sub-cat selection
    - Reduce no of breached calls
    - Clean data in active directory
  + Nice Have
* Sreedhar / Donation Data
  + Must have
    - Process online data
    - Get more donations
    - Sending gifts to donors
  + Nice have
    - Reached gifts to donors
* Ayyappa /Service Desk + IT Calls + OT Infr performance
  + Must Have
* JNVD
  + Reduction in the no of calls landing at service desk
  + Engineer performance indices to be identify and improve
  + Controlling maintenance and consumable calls
  + Utilization of IT infra
  + **How many people becoming recurring donor in recent years**
    - **Know to whom should we approach for new donations**
      * **Who are recent donors**
      * **Who are recent frequent donor in recent years**
  + **New donor recruitment on monthly basis**
  + **Lead conversion success rate of donors (lead data is not there!)**
  + **Ability of predicting of donation value from existing donors**

# Actions Items

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| # | Action | Actionee | Due Date | Status |
|  | Create PMO & Project Repository in CVS | JNVD | 07-Jan-14 |  |
|  | Apply CMS process and upload documents there | JNVD | 07-Jan-14 |  |
|  | Independently study scorecard & earlier BC. This is required to discuss BRAS study on 13-Jan-15 | JNVD/Hari | 13-Jan-14 |  |
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# Decisions

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| --- | --- | --- |
| S.No. | **Decisions** | Remarks |
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