™

Service Governance Plan

GEHC- PID: IGT31114

Project Name: GEHC Smart Dispatch Tool

**Document History**

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| --- | --- | --- | --- |
| Version | Date | Author | Changes |
| V1.0 | 01st Mar 2017 | Saraswathi Nagaraj | SGP Updated |
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**Review And Approval**

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| Company | Role | Name | Date | Signature |
| Capgemini | QM | Krishna Patchipulusu | 09/05/2017 |  |
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# Service Governance Plan Overview

## 1.1 Purpose of the document

The Service Governance Plan (SGP) describes the specific arrangements for the service(s) implemented to fulfil Capgemini’s contractual and SLA commitments to the Client. These arrangements are taken into account when the service is set up and are reviewed and modified if necessary during the life of the service.

The objectives of the Service Governance Plan are:

* Define the appropriate resources and procedures to ensure the delivery of the Service meets the contract requirements and Service Level Agreement.
* Identify all the components to be used during the Service Engagement; procedures, rules and applicable methods, etc.
* Document and approve the common understanding of the approach used during the Service Engagement, for both the client and Capgemini resources.
* Reflect the (current) state of the agreements between the Capgemini Delivery Unit(s) and the Client, as set out in the contract and subsequently amended or clarified.
* Give the Client confidence in the management of the quality of the delivery of services by Capgemini during the Service Engagement.
* To define the responsibilities and methods used to ensure quality control activities are carried out.
* To document how the Capgemini services will meet the contractual and SLA obligations.

Care is needed to ensure that the SGP does not contain commercially sensitive information as it may widely be distributed within Capgemini and on some occasions in the client’s organization.

## 1.2 Scope of the document

In Scope Applications: -

* SDT Booking,
* Middleware (MW) coordination between the interfaces
* Application protocol interface (API) coordination between the interfaces
* Visual Planning Tool (VPT) tool enhancement and modifications
* Weekly master data load between SDT application, TRACE application and CLICK software.
* Activities related to the SDT APAC Web Application for Production Support
* Application Support and Monitoring
* Ticket Follow up management.
* Activities related to the SDT APAC Web Application for Development
* Understand the Requirements
* Coding
* Unit Testing
* Validation testing, Script execution in lower environments, Regression testing and Documentation.

## 1.3 Control of the document

### 1.3.1. Capgemini

The Service Governance Plan is first drafted during the Transition Period. It is normally the Engagement Manager (Services) who finalizes the SGP. They may delegate this task, or part of it, to other resources. However, the ultimate responsibility for its completion and maintenance remains with the Engagement Manager (Services). It is good practice to have a single SGP per Service Engagement, so where a Client has services from AM and IM then a single SGP should be prepared. This is necessary to ensure that our services are seamlessly provided to the Client.

The Client may be involved in writing the Service Governance Plan, especially in those Operation Units where the Client is required to approve it. In that case, the Client should also be informed of any modifications made to the SGP during the life of the Service Engagement.

The use of a table will simplify the summary of the activities and the roles responsible for the production of a Service Governance Plan. An example of such a table is shown below.

**It is the responsibility of the Service Engagement Manager to prepare the Service Governance Plan. The Service Delivery Manager may choose to get appropriate help from the Quality Lead wherever necessary to complete the document. However, the ultimate responsibility for completion and maintenance remains with the Service Engagement Manager.**

|  |  |
| --- | --- |
| **Activities** | **Responsibilities** |
| Preparation/Update of SGP | Service Engagement Manager |
| Approval for SGP | Delivery Manager |

It is important that the preparation of the SGP is not viewed simply as a ‘documentation’ task. The real value of the SGP is when the different teams work together to define and agree exactly how they will fulfill the obligations within the Client Contract and SLA.

### 1.3.2. Approval

The SGP is approved by Capgemini both the responsible Engagement Manager and involved Delivery Managers.

Depending on local quality or contractual requirements, the SGP may or may not be shared with the client. In the case the client receive it, it is referred to as “external approval.”

This section describes the procedure for internal approval and external approval, which may be simple or complex, dependent upon the nature of the local Unit procedures, the Client procedures and the service.

When the SGP is shared with the client it is recommended that the Client approve the SGP. When a SGP is a contractual requirement, an authority stipulated in the contract must perform the external approval. When no such authority is stipulated in the contract, the Client must clearly indicate to whom this authority is given.

If the SGP is legally binding there may be clauses in the contract that set out how the initial version will be drawn up and agreed. These have to be followed.

### **1.3.3. Maintenance**

The SGP is a living document that needs continuous updates. Parts of the information will be placed in Appendices allowing for easy revisions.

It is important to have an easy update procedure and to delegate responsibility for parts of the SGP to different people, more specifically to those people that have the best knowledge of a particular topic.

If the SQP is legally binding then any changes must go through the contract change control procedure.

The updating procedure should be described in detail. Depending on the Client requirement for a SGP, the following type of information is given:

• Authority responsible for the updating process

• Version control definition

• Request for updating coming from the Client

• Request for updating coming from Capgemini (usually the Engagement Manager)

• Decision-making process

• The Capgemini responsibilities

• The Client responsibilities

• Organization of meetings for decision-making

• Recording of decisions

• Responsibilities for performing the update

• Information for the Client

• Re-issuing the document

• Responsibilities associated to the follow-up of decisions

• Performing the update

• Approval

## 1.4. Unified Service Management Method

Capgemini will be following the USM model for this engagement. Capgemini will follow the process and procedures as defined in the USM model for execution of this engagement.

### 1.4.1. Interface with Client’s Service Management Processes

Project follows ITIL process and Agile methodology; Service Now tool is used for Incident/problem/change control tracking.

### 1.4.2. Interface(s) with Suppliers’ Service Management Process

Not Applicable

### 1.4.3. Alignment with SGP template

In case this SGP does not contain all the chapters identified in the template, the table below identifies how the relevant chapter has been described and where to find the description.

| **Stream** | **Detail** | **Group** | **Local** | **Tailoring Document Location** |
| --- | --- | --- | --- | --- |
| **(Y/N)** | **(Y/N)** |
| Service Engagement Overview |  |  |  |  |
| Service Engagement Organization |  |  |  |  |
| **Service Management** |  |  |  |  |
| Governance | Procedures |  | Y | As part of Project Proposal |
|  | Tools |  |  |  |
| Client Relationship Management | Procedures |  | Y | As part of Project Proposal |
|  | Tools |  |  |  |
| Demand And Supply Management | Procedures |  | Y | As part of Project Proposal |
|  | Tools |  |  |  |
| Performance And Improvement Management | Procedures |  | Y | As part of Project Proposal |
|  | Tools |  |  |  |
| Financial Management | Procedures |  | Y | As part of Project Proposal |
|  | Tools |  |  |  |
| Change Control | Procedures | Y |  | Code is placed in Git Hub |
|  | Tools |  |  |  |
| Quality Management | Procedures | Y |  | Customer provided tool-ALM Using for quality management |
|  | Tools |  |  |  |
| Information Security Management | Procedures |  | N |  |
|  | Tools |  |  |  |
| Risk Management | Procedures |  | Y | As part of Project proposal |
|  | Tools |  |  |  |
| Issue Management | Procedures |  | Y | As part of Project proposal and managing/monitoring using site scope tool alerts. |
|  | Tools |  |  |  |
| Resource Management | Procedures |  | Y | As part of Project proposal |
|  | Tools |  |  |  |
| Supplier And Procurement Management | Procedures |  |  |  |
|  | Tools |  |  |  |
| Communication Management | Procedures |  |  |  |
|  | Tools |  |  |  |
| Document And Record Management | Procedures | Y |  | SVN is used. |
|  | Tools |  |  |  |
| Management Environment Supervision | Procedures |  |  |  |
|  | Tools |  |  |  |
| Knowledge Management | Procedures | Y |  | GE BU employee forum |
|  | Tools |  |  |  |
| **Delivery Management - Service Operation** |  |  |  |  |
| Service Desk | Service Now |  |  |  |
| Incident Management | Service Now | Y |  |  |
| Service Request Management | Service Now | Y |  |  |
| Problem Management | Service Now | Y |  |  |
| Availability Management |  |  |  |  |
| Capacity Management | Rally | Y |  |  |
| Continuity Management |  |  |  |  |
| **Delivery Management - Service Transition** |  |  |  |  |
| Change Management | Service Now | Y |  |  |
| Release Management | Rally | Y |  |  |
| Configuration Management | SVN/GE Box | Y |  |  |
| Software Control, Installation and Distribution |  |  |  |  |
| Development Processes | Agile |  |  | Using Rally for tracking |
| **Delivery Management - Technical Environment** |  |  |  |  |
| Technical environment |  | Y |  | Using Devops and all environments (Dev, Stage-UAT, , Prod) |
| Remote Maintenance Functions |  |  |  |  |
| Developments in the Technical Environment | VS2013 | Y |  | Visual studio 2013 professional edition and CLICK environment. |
| Tools |  | Y |  |  |

### **1.4.4. Adherence To Client’s Processes And Procedures**

GXP process followed

## 1.5. Relation SGP To Contract And Schedules

For the ease of the reader, throughout this Service Governance Plan texts from the contractual documents will be referenced. In the case information in this document is not aligned with the information in the Contract and its Schedules, the information in the Contract and its Schedules supersedes the information in this document at all times.

Part A - Service Engagement Description

# 2. Service Engagement Overview

## 2.1. Description

The objective of this engagement is for Capgemini to provide Application Support and Development services for GEHC SDT application.

## 2.2. Client Objectives

The objective of this engagement is for Capgemini to provide Application Support and Development services for GEHC SDT application, with the following offshore resources:

Capgemini proposes the following core team:

* A team size of four (4) Runtime Support (RTS) team members based offshore (India) to provide 15\*5 supports. i.e. 1:30AM IST to 04:30PM IST (Pool of resources provide supports from Bangalore and Mumbai Offshore location)
* A team of five (5) developers based offshore (India) to develop the enhancements of upcoming releases.
* A team size of three (3) Validation testers to perform validation testing.
* Release Manager [RM] for Development Operations [DevOps] release management activities.
* Project Manager [PM] for Project management activities.
* Offshore based Business Analyst [BA] for Requirement gathering and analysis

## 2.3. Scope

Application Support and Development needs to be carried out for the tasks stated below:

* Activities related to the SDT APAC Web Application for Production Support
  + - Application Support and Monitoring
    - Triage coordination ownership
    - Ticket follow up management
    - Escalation management
    - Basic trouble shooting
    - Repeatable Ticket Resolution
    - Detailed research
    - Problem Management
    - Root Cause Analysis
    - Bug Fixes, process execution and testing
    - Support SLA metrics
    - Regular status update to users
    - Manage future changes
    - Change control management
    - Deploy monitoring mechanisms
    - Middleware (MW) coordination between the interfaces
    - Application protocol interface (API) coordination between the interfaces
    - Visual Planning Tool (VPT) tool enhancement and modifications
    - Weekly master data load between SDT application, TRACE application and CLICK software.
* Activities related to the SDT APAC Web Application for Development
  + - Understand the Requirements
    - Coding
    - Unit Testing
    - Validation testing, Script execution in lower environments, Regression testing and Documentation.

## 2.4. Client Critical Success Factors

The Client critical success factors are:

* Adhering to GE Policies and procedures i.e. GXP process.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Critical Success factor Description**  **(CTQ/SLA)** | **Unit of measure/Metric** | **Weightage** | **Who is responsible** | **Target to be achieved** | **Organisation Benchmark** | **Frequency of measure** |
| *First Time Right* | *FTR* |  | *CG Team* | *100%* | *100%* | *Monthly* |
| *On Time Delivery* | *OTD* |  | *CG Team* | *100%* | *100%* | *Monthly* |
|  |  |  |  |  |  |  |

Internal metrics are defined in order to meet the project success factors in the below table

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Metric Name*** | ***Goal Description*** | ***Strategic Description*** | ***USL*** | ***LSL*** |
| *Effort Variance* |  |  | *10%* |  |
| *Schedule Variance* |  |  |  |  |
| *Cost of Quality* |  |  | *37%* | *28%* |
| *Defect Density* |  |  |  |  |
| *Defect Injection Rate* |  |  |  |  |
| *Defect Removal Efficiency* |  |  |  |  |
| *Delivered Defect Rate* |  |  | *0.75* |  |
| *Delivered Defect Density* |  |  |  |  |
| *Review Effectiveness* |  |  | *80%* | *65%* |
| *Productivity* |  |  |  |  |
| *Test Case Effectiveness* |  |  |  |  |
| *Customer Satisfaction Rating* |  |  |  |  |
| *Any other metric parameter < can be included as per project requirement>* |  |  |  |  |

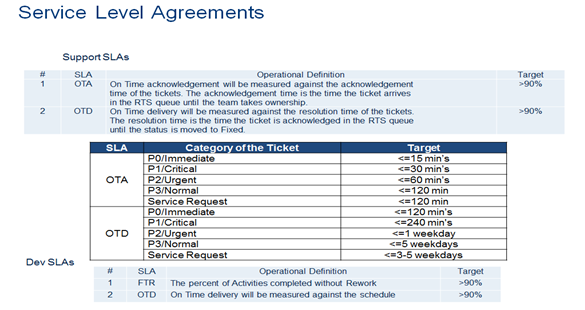
## 2.5. Stakeholder Analysis

* Environment outages outside Supplier control will be escalated and impact will be communicated to Stakeholders Service Engagement;
* The availability of the resources is properly managed into billable roles as per the skills, experience with effective tracking on their availability/release date that is communicated to all stakeholders.

## 2.6. Service Engagement Catalogue And Service Level Agreement

**Key nots for SLA’S**:

* Response time and constant update to critical items through SN notes
* Resolution time for each priority is different as per below chart
* Priority can be changed after consent from the user and discussing with me on the same
* All Incs must be acknowledge with in the response time based on the  priority
* We are currently going through GAMS transition and its challenges are noted in your effort to address L2 issues
* All non-production requests goes through Avi/Dhruva for planning and distribution
* We need to constantly update our apps SOP for better support and knowledge sharing among our team members



## 2.7. Client Obligations

* Customer should provide appropriate Subject Matter Experts for transition as per mutually agreed upon plan.
* Production roll-out will be managed and facilitated by Customer for application releases.
* Access to production server for troubleshooting will rest with Customer.
* Management of the Production and Non-Production Environment’s infrastructure software, OS patches and infrastructure software upgrades are the responsibility of Customer.
* Customer will be responsible for handling access management.
* Environment outages outside Supplier control will be escalated and impact will be communicated to Stakeholders.

## 2.8. Assumptions, Constraints and Dependencies

Following are the assumptions, Constraints and Dependencies made by Capgemini.

* We are not modifying the application other than Smart Dispatch Tool (SDT) and Visual Planning Tool (VPT).
* Capgemini Offshore Team will work during the business working days to provide the 15\*5 support i.e. 1:30AM IST to 04:30PM IST (Pool of resources provide supports from Bangalore and Mumbai location)
* The required core skills of the developers are application support and monitoring. Any change in the required skills will call for change control mechanism to ensure quality services to GEHC Any change in the skills will call for change control mechanism to ensure quality services to GEHC
* Limited support (one FTE on call) will be provided during India public holidays.

**Change Management:**

* Any increase in the scope stated in the In-scope section above will impact the effort /price, and shall be handled as per Change Management Procedure.
* GEHC shall provide VPN access to the development and Production environments, as required - based on work assigned.
* The required core skills of the developers are application support and monitoring. Any change in the required skills will call for change control mechanism to ensure quality services to GEHC.
* Any change in start date will change end date of the project accordingly.
* Capgemini PM will work with GEHC PM for surge in unplanned work and on the agreement of resource estimation, Resource ramp up/down will be planned in lead time of 4 weeks.

**Application Support:**

* GEHC team will provide knowledge transition on the applications.
* GEHC will provide all required support accounts and tools necessary to execute the tasks.
* GEHC will ensure availability of approved documents before acting on the tickets.
* Development team SPOC/Functional owner available during Startup phase.
* Tech Lead/Functional owner from Capgemini and GE to analyze the given problem and confirm the existence of the problem.
* Application support team is expected to work only on in scope tickets and forward the ticket that is out of scope to respective group and track it to closure.
* All software licenses for this engagement will be provided by GEHC.

**Solution related:**

* GEHC shall nominate a single point of contact (SPOC) for the project through whom all communication shall be made.
* There will be on-going support from Functional Owners from GE during the engagement.

**Security related:**

* GE needs to perform security testing like Static application security testing (SAST) and Dynamic application security testing (DAST).

**Environment related:**

* Offshore resources will be located in GE’s designated Capgemini GDC offices and will have connectivity to the GE network.

## Constraints

The following constraints have been identified in the contract and apply to this Project:

|  |  |  |
| --- | --- | --- |
| Constraint No | Description | Contract Reference |
| 1 | •       Any code that is not in Production as of start of this Project. | Project Manager |
| 2 | •       Changes required within applications having an interface with IMPACT are out of scope of this proposal. | Project Manager |
| 3 | •       End User training. | Project Manager |
| 4 | •       Any network and database instance issues. | Project Manager |
| 5 | •       Migration in case of software upgrade at GE end. | Project Manager |
| 6 | •       Database Administration and data modeling. | Project Manager |
| 7 | •       Resolution of existing system issues and bugs | Project Manager |

## Dependencies

The Contractual dependencies are defined in the Contract, Schedule 2 (Key Milestone Plan).

These and other known external dependencies associated with this project i.e. dependencies this project has with other projects, areas of work, people or events outside of this project are included in the projects Dependency Log.

**Projects/Events that this Service Engagement is dependent on**

|  |  |  |  |
| --- | --- | --- | --- |
| PROVIDER (details of who/what this project is dependent on) | | | |
| Provider ID | Name of Provider | Description of Dependency | Date required |
| 1 | Customer | Test data provided by customer | Need basis |
|  | IT Network Team | System allocation( laptop, desktop & data card) | 4 weeks |
|  | Customer | VPN access | 1 week |
|  | Other support vendors, UNIX, Infra | Application outage support | As per SLA |
|  | UAT Team | UAT testing | NA |
|  | IMPACT Support team | Monthly release activity is carried out by IMPACT support team. | Monthly |
|  | Business Client | Project is dependent on timely requirement gathering from client. | Depending on tasks |

**Projects/Events that are Dependent on this Service Engagement**

|  |  |  |  |
| --- | --- | --- | --- |
| RECEIVER (details of who/what this project is dependent on) | | | |
| Receiver ID | Name of Receiver | Description of Dependency | Date required |
|  | Application owner | Test data provided by customer |  |
|  | EM | System allocation( laptop, desktop & data card) |  |
|  | Project Team | VPN access |  |
|  | Application sponsor/Project Team/EM | Application outage support |  |
|  | Customer | UAT testing |  |

# 3. Service Engagement Organization

## 3.1. Introduction

## 3.2. Organization Structure

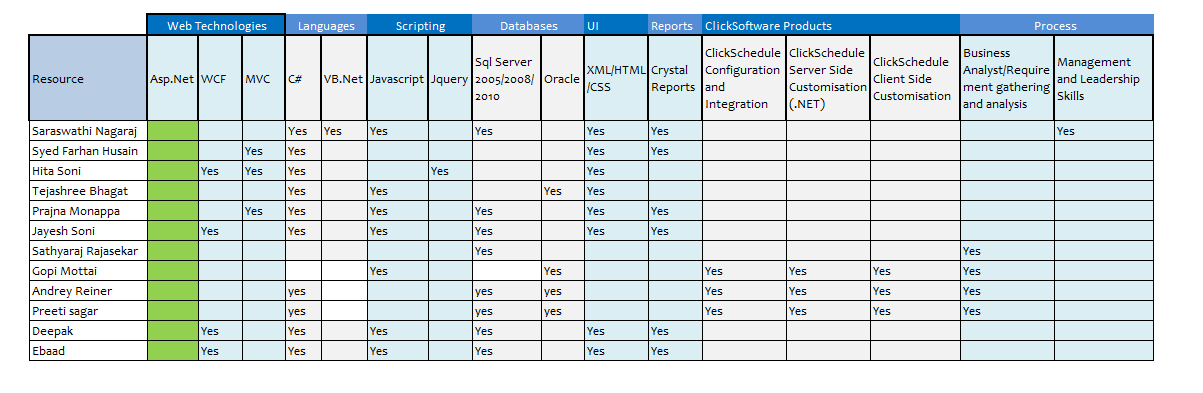
|  |  |  |
| --- | --- | --- |
| **Project Management** | **Program Manager** | **Priya Patra** |
| **Solution Architect** | **Andrey Reiner** |
| **Project Manager** | **Saraswathi Nagaraj** |
| **Business Analyst/Incident Manager** | **Sathyaraj Rajasekar** |
| **Scrum Master** | **Suvarna Dmello** |
|  |  |
| **CLICK** | **CLICK SME** | **Gopi M** |
| **CLICK SME** | **Preeti Sagar** |
|  |  |
| **DevOps Team** | **Technical Lead** | **Hita Soni** |
| **Senior .NET Developer** | **Farhan Husain Syed** |
| **Configuration Manager** | **Tejashree Bhagat** |
| **Release manager** | **Jayesh Soni** |
| **Senior .NET Developer** | **Prajna Monappa** |
| **.NET Developer /Testing Spoc** | **Ebaad Chowdhry** |
| **.NET Developer** | **Deepak Vishwakarma** |
|  |  |

## 3.3. Roles And Responsibilities

Capgemini proposes the following core team:

* + A team size of four (4) Runtime Support (RTS) team members based offshore (India) to provide 15\*5 supports. i.e. 1:30AM IST to 04:30PM IST (Pool of resources provide supports from Bangalore and Mumbai Offshore location)
  + A team of five (5) developers based offshore (India) to develop the enhancements of upcoming releases.
  + A team size of three (3) Validation testers to perform validation testing.
* Release Manager [RM] for Development Operations [DevOps] release management activities.
* Project Manager [PM] for Project management activities.
* Offshore based Business Analyst [BA] for Requirement gathering and analysis

## 3.4. Integrated Team Skills Matrix and Operating structure



Part B - Service Management

# 4. Governance

### This section lists the scope and objectives of project, client sign offs and acceptance, handover and warranty service level agreements as stated in Contract/SOW.

## 4.1. Service Engagement Strategy

### 4.1.1. Organizational Strategy

### 4.1.2. Alignment with Capgemini Service Portfolios

### 4.1.3. Improvement Strategy

### 4.1.4. Innovation Strategy

Every team member need to identify 1 idea per person is mandate and using CG tool tracking the ideas.

### 4.1.5. ….. Strategy

## 4.2. Service Engagement Model

Capgemini works on an offshore model for this engagement.

*Basic factory*

*-*

*based*

*Ring*

*-*

*fenced*

**Service Engagement**

Service Management

Service Delivery

**Service Engagement**

Service Management

Service Delivery

Factories

Shared PMO

*Complex Service Integration*

**Service Engagement**

Service Management

(SBU A)

Service Delivery

Factories

Shared PMO

Service Management

(Client facing)

Service Management

(SBU B)

Service Delivery

Factories

Service Management

(Client specific)

Service Delivery

Factories

Supplier

Z

(Client Contracted)

Supplier

Y

(Capgemini

Contracted

## 4.3. Shared Vision

Not applicable

## 4.4. Roles and Responsibilities

* + A team size of four (4) Runtime Support (RTS) team members based offshore (India) to provide 15\*5 supports. i.e. 1:30AM IST to 04:30PM IST (Pool of resources provide supports from Bangalore and Mumbai Offshore location)
  + A team of five (5) developers based offshore (India) to develop the enhancements of upcoming releases.
  + A team size of three (3) Validation testers to perform validation testing.
* Release Manager [RM] for Development Operations [DevOps] release management activities.
* Project Manager [PM] for Project management activities.
* Offshore based Business Analyst [BA] for Requirement gathering and analysis

In the matrix “RACI(VS)” (see Appendices) the Responsibility, Accountability, Consulted, Informed, Verify and Sign-off of the roles at the project management level is given at the detail level of phase and activity within a phase. Consult the latest version of organization chart in paragraph “Service Engagement Organization

Organization Structure” to understand who is performing the mentioned role.

Project RACI:

| **Activity** | **Responsible** | **Accountable** | **Consult** | **Inform** |
| --- | --- | --- | --- | --- |
| Identify Team Members | PM | DM |  | TL, PM |
| Define Project Roles And Responsibilities | PM | DM |  |  |
| Identify/Review Training Plans | PM | PM | PL, TM, QL | TM, TL |
| Develop Project Methodology and Standards | QL | DM |  |  |
| Create Project Governance Plan | PM | DM | QL | TM |
| Review Project Governance Plan | QL, DM | QL |  |  |
| Identify Project Governance Plan Updates | PM | DM | TM |  |
| Modify Project Governance Plan | PM | DM |  | TM, QL |
| Produce Monthly Project Status Report | PM, PM | DM |  | Client , TM |
| Monitor And Review Project | PM | DM |  |  |
| Review Project on a weekly basis and generate PHI report | QL | QM |  |  |
| Estimations | TL, TM | PM |  | Client |
| Prepare Client Deliverables | TL, TM | PM |  |  |
| Record And Manage Configuration Items | TL | PM |  |  |
| Review Configuration Management Audit Scope And Objectives | TL | PM | QL |  |
| Perform Configuration Management Audit | PM, TL, TM,QL | PM |  |  |
| Identify/Document/Analyse/Track Risks | PM, TL | DM | TM, Client |  |
| Identify/Document/Analyse/Track Issues | PM | DM | TM, Client |  |
| Receive And Acknowledge Client Complaints, Communicate Action Plan, Share updates | PM | DM, CEM | PM, TL |  |
| Verify Client Invoices | PM, DM | PM | Client |  |
| Prepare Monthly delivery status report for client | PM | PM | TL, TM | Client |

## 4.5. Capgemini Steering Board

|  |  |  |  |
| --- | --- | --- | --- |
| **Board Member Name** | **Role** | **Phone \Email** | **Responsible for** |
| Raghavendra JP | Director | raghavendra.jakkalavadike@capgemini.com | Risk and Metrics Manager |
| Vamsi Uppu | Senior Manager | Vamsi.uppu@capgemini.com | Transition and Communication Specialist |
| Sajad Abdul | Senior Director | Sajad.abdul@capgemini.com | Engagement Owner |
| Gaurav Shukla | Director | Gaurav.a.shukla@capgemini.com | Delivery Manager |
| Priya Patra | Program Manager | Priya.patra@capgemini.com | Program Manager |

## 4.6. Decision Analysis And Resolution

**NB: This section is Optional OR Not Mandatory for Lite projects**

The purpose of the Decision Analysis and Resolution process is to support decision-making with a formal evaluation method that identifies and evaluates alternative solutions. This method can be applied to technical and non-technical issues and is to be used when important decisions are to be made that require documented reasoning and justification.

## 4.7. Management Of Actions

Actions arising from meetings, reviews, audits, risk management, problem management are reviewed on a weekly basis by the Engagement Manager or nominee in the absence of the Engagement Manager. Action holders are expected to regularly update the status of actions assigned to them, or in which they participate.

## 4.8. Acceptance And Sign-Offs

**This section is Optional OR Not Mandatory for Lite projects**

### 4.8.1. Client Acceptance

Following Agile development and team is having daily standup call with customer and updating and tracking the status through Rally

### 4.8.2. Capgemini Acceptance

Project is in T&M mode and resource and work assignment completed managed by customer team.

## 4.9. Handover (approach for all streams)

Not Applicable

## 4.10. Warranty Service Level Agreement

**This section is Optional OR Not Mandatory for Lite projects**

No warranty support and not mentioned any contract document as well hence this is not applicable.

# 5. Client Relationships Management

## 5.1. Client Profile

GEHC Owns the SDT Project and clients are based out in Bangalore, USA and Korea.

## 5.2. Client Steering Board

|  |  |  |  |
| --- | --- | --- | --- |
| **Board Member Name** | **Role** | **Phone \Email** | **Responsible for** |
| Sanjoy Saha | Director | [sanjoy.saha@ge.com](mailto:sanjoy.saha@ge.com) |  |
| Sean Burns | Director | [Sean.Burns@ge.com](mailto:Sean.Burns@ge.com) |  |
| Paul Han | Product owner | [p.han@ge.com](mailto:p.han@ge.com) |  |
| Sitara Unni Dev | Product owner | [Sitara.Unni@ge.com](mailto:Sitara.Unni@ge.com) |  |
| Rohit Handa | Sr. Project Manager | [Rohit.handa@ge.com](mailto:Rohit.handa@ge.com) |  |
| Chandramohan Gupta | Sr. Technical Manager | [Chandramohan.gupta@ge.com](mailto:Chandramohan.gupta@ge.com) |  |

## 5.3. Client Kick-Off Meeting

The objective of the Kick-Off meeting to communicate the objective and the high level approach of the project.

## 5.4. Client Satisfaction Measurement (OTACE)

It is Capgemini policy to measure Client satisfaction throughout the life of each Service Engagement so that Client’s aims and objectives are understood. This process also provides feedback on areas that the Client considers are going well or where improvements are needed. The Capgemini process is entitled OTACE (On Time & At / Above Client Expectations) and procedures are described in the OTACE rules and Client overview.

The responsibilities / timescales for affecting these procedures are normally:

| Task | Timescale | Responsibility |
| --- | --- | --- |
| Initial criteria defined | During Transition Handover-In phase | * Capgemini Account Manager / Capgemini Delivery Manager * Client Contract Manager |
| Assessment | Every 6 months and at the end of the Service Engagement | * Client Contract Manager |

# 6. Demand And Supply Management

## 6.1. Service Requirements Baseline

The Service Engagement was started with no agreed upon new Service Requirements.

Capgemini Offshore will be collecting requirements through GE IT leads or through GE business leads on applications

## 6.2. Service Requirements Traceability

Service Requirements traceability is documented in Service Now.

## 6.3. Service Requirements Management And Reporting

The status of all not closed requirements will be reported as part of the Project Plan Progress Report.

The status of all maintenance requests are tracked in CA Agile tool and will be reported as part of the Weekly standup status report.

## 6.4. Management of the Service Engagement Catalogue

### 6.4.1. Service Estimates

Estimation for each Minor and Major Enhancement requests will be shared with the offshore coordinator or updated in the Rally for Service now tickets.

### 6.4.2. Service Estimation Model(s)

Estimation will be done by using Rally.

### 6.4.3. Interrelationship of Service Estimation Models

Not applicable

# 7. Performance And Improvement Management

## 7.1. Performance Reporting

* Working with the Business on agreed timelines for query resolution resulting in less incidents of fallout and better quality
* Working on better code and RCA/solution review to improve delivery quality resulting in the less number of defects.

## 7.2. Continual Service Improvement

### 7.2.1. Improvement Strategy

This is documented in “Improvement Strategy”.

# 8. Financial Management

## 8.1. Project Plan And Updates

Capgemini’s project plan will be managed by Capgemini using Clarity with Open Workbench. This plan will contain activities for which Capgemini is responsible and dependencies on the Client and other third parties. It will not contain detailed tasks and activities of the Client and other third parties.

Tasks are assigned to each Capgemini team member on a weekly basis on a weekly timesheet. At the end of the week, the Capgemini team member submits the completed weekly timesheet showing for each activity the time spent and an estimate to complete. The weekly timesheets are used to update the Capgemini project plan on a weekly basis.

|  |  |
| --- | --- |
| 8.2. Metrics Type and Project Model | Development system – APPS ONE NA metrics templates |
| 8.3. Estimations | weeks sprint |
| 8.4. WBS | Rally used for Tasks, Effort tracking and monitoring |
| 8.5. Cost Management | Describe how to plan and control the cost of the project and how the expenses are recorded and monitored to stay in line with the planned cost |

Tasks will be tagged with the applicable workstream/discipline and role identifier as agreed with the Group EMC, to enable the efficient extraction of effort metrics at any point during the project lifecycle and at project closedown.

## 8.6. Estimates Review And Refinement

The initial estimation of effort and duration for this project has been completed by the project team. As the project progresses the estimates will be revisited and reviewed at the end of each project phase by the Capgemini Engagement Manager.

An estimate may also be carried out by the Capgemini Engagement Manager at an intermediate stage where there has been a change in scope, where further information is known which is likely to impact the overall estimate or where there are variances against the project forecasts.

**Following Agile methodology and tracking the estimate efforts through Rally by the SCM**

Initial project estimates, and any re-estimates prepared during the lifetime of the project, will be submitted by the Capgemini Engagement Manager to the Group Estimation and Measurement Centre (EMC), along with any supporting documentation unless the EMC have identified that the project is outside scope for Capgemini metrics collection.

## 8.7. Budget And Updates

At the outset of the project, the revenue budget is agreed with the Client (this is defined in the Contract, Schedule 4 (Charges)). The budget for the internal costs to Capgemini is agreed between the Capgemini Engagement Manager, Delivery Manager and the Account Team.

Updates to the Project Budget can be the result of:

* The acceptance of additional work by the Client or Capgemini internal.
* The acceptance of additional costs to mitigate identified risks.
* The acceptance of additional costs to resolve issues.
* The acceptance of additional costs and potential of cost savings from process improvements.

Project Budget updates can only be done after proper Capgemini internal authorization.

## 8.8. Monitoring And Reporting

### 8.8.1. Consolidation of Actuals

Capgemini Actual Costs to Date is updated from Capgemini monthly timecards and expense forms (which are completed by the Capgemini project team members) and from the updated Capgemini project plan and purchase invoices raised.

### 8.8.2. Estimates To Complete

Based on the time writing for the week before, the Engagement Manager will at the start of each week review the progress made. Team Members are expected to have indicated the ETC for the remaining work of their assignments and the Engagement Manager will evaluate the likelihood of the ETC’s given.

When satisfied with the ETC values, the Engagement Manager will be able to calculate both the forecast of costs and the estimated time tasks etc will be finished/delivered. If deemed necessary, the Engagement Manager will identify actions and other measures to save guard the contractual terms.

### 8.8.3. Assessment against Baseline

### 8.8.4. Assessment Against Previous Estimates

### 8.8.5. Service Engagement Status Reporting

### 8.8.6. Service Engagement Financial Status Reporting

On a monthly basis, the Capgemini Engagement Manager provides to Capgemini a Project Revenue Report showing the Original Budget, the Agreed Budget, Actual Costs to Date, Forecast Remaining Budget and Total Forecast Budget, split in Capgemini man days and revenue.

## 8.9. Client Invoices

This activity involves following the procedures to ensure that Client invoicing is carried out on time and in accordance with the agreed terms, and that payment of invoices is received in a timely manner according to the contracted payment terms.

Draft invoices, raised by the Project Management Office (PMO), will be checked by the Engagement Manager. Any errors must be corrected before the invoice is approved. Once approved the final invoice is raised by the Capgemini finance unit, logged in the Client Invoice log by the Engagement Manager, and then submitted to the Client.

The Engagement Manager should then track the invoice through N2K and ensure that payment is made in accordance with the terms and conditions of the contract. In case of payment issue this should escalated at the appropriate level.

Invoice and payment status should be reported as part of the monthly Project Progress Report.

Invoices will be sent to the [DocProp: Client] by the nth day of each month for the work completed in the previous period.

## 8.10. Supplier And Procurement Invoices

**NB: This section is Optional OR Not Mandatory for Lite projects**

Supplier invoices received by the project are checked by the Engagement Manager. Valid invoices are passed for payment authorization and payment within Capgemini.

Invoice and payment status should be updated reported as part of the Monthly Project Progress Report.

# 9. Change Control

The Change Control process for the project is defined in the Contract, Schedule 6 (Change Control Procedure) and Schedule 20 (Managing Scope and Change).

The Capgemini Change Control Log will be maintained by Capgemini using the Clarity based EM Portal.

Should a change internal to the Capgemini project be identified then this will be raised following the project Change Control process but will not require Client approval.

## 9.1. Change Request process

The Engagement Manager identifies and mobilizes the resources for performing the Change Management Process based on the skills required. A Change Manager is identified for managing the process.

The Engagement Manager in agreement with the Stakeholders/Steering Committee defines the Change Management Process, associated Communication & Escalation Procedures, Service Levels, Change Request category, type, priority, authorization requirements & criteria for post implementation review.

The Engagement Manager along with the stakeholders establishes the Change Control Board (CCB) and necessary CCB procedures for various types of Change Requests. This is documented in the Configuration Management Plan which is part of the Configuration Management Procedures.

## 9.2. Change Impact Assessments

**NB: This section is Optional OR Not Mandatory for Lite projects**

The Engagement Manager does the impact assessment in two stages. In the first stage, the Change Manager estimates the effort required to do the impact analysis of the Change Request and in the second stage, the team member analyzes the approved impact analysis to determine the impact to the Configuration Items, Business processes, Information Security, interfaces and other components. If the Change Request involves changes in Scope of the Engagement, the impact on the Contract is also analyzed by the Engagement Manager.

## 9.3. Change Approvals

The Change Manager presents the Change Request and the efforts that would be required for performing the Impact Analysis to the Change Control Board (CCB). The CCB will analyze based on the criticality and cost involved and approves or rejects the impact analysis.

Once the Change Request is approved, the Engagement Manager makes changes to the project schedule and effort estimates in order to incorporate the efforts of the Change Request.

Please refer to “Planning And Financial Management” for more details on re-planning/re-estimation.

## 9.4. Change Implementation And Closure

Service-now tool is used for the change implementation tracking and closure

## 9.5. Change Monitoring And Reporting

Service-now tool is used for the change implementation tracking and closure

### 9.5.1. Change Control Measures

Not Applicable

### 9.5.2. Change Control Status Reports

# 10. Quality Management

Capgemini Quality Management (QM) within the project is provided by a number of Capgemini roles operating independently of the project team, and each providing a different perspective to the overall QM role.

The Capgemini roles involved in providing QA within the project are:

* Delivery Manager – Responsible for the project’s delivery within Capgemini, and providing QM in the areas of commercial and financial management, together with overall mentoring of the Engagement Manager.
* Independent Quality Advisor (IQA) –Responsible for providing independent quality assurance and coaching.
* Commercial & Risk Directorate – Responsible for providing independent commercial reviews of the project (where required by the C&RD) and coaching
* Technical Quality Advisor (TQA) - Responsible for providing independent quality assurance for the software development of the project.

Each of these roles will initially report findings and recommended actions to the Capgemini Engagement Manager to be implemented. The quality status of findings is also reported to the Capgemini leadership team. Non-compliance with QM requirements is escalated to the Capgemini Delivery Manager.

All information and reporting from the Capgemini QM process is internal and confidential to Capgemini.

## 10.1. Compliance Checks

An internal Capgemini standard assessment of Capgemini’s compliance against UK UPM is completed on a monthly basis. The record of compliance to UK UPM is completed in the EM Portal.

The Capgemini Engagement Manager may also request Compliance Checks on an ad-hoc basis against the delivery methods. This is recommended at the end of the start up phase of the project and at a minimum of six monthly intervals and is undertaken by Capgemini personnel.

Completion of the Compliance checks is monitored by Capgemini who will review and inform the relevant Capgemini parties about the findings and resulting actions of the check that will include responsibilities and target completion dates.

## 10.2. Service Engagement Audits

Service Engagement audits are carried out by the Capgemini IQA and if appropriate other Capgemini staff who are not involved in the Service Engagement. There is a standard approach for Capgemini Service Engagement Audits with audit checklists and a standard report template available for use during the audit. The approach taken normally involves interviewing selected members of the Capgemini Service Engagement Team (arranged with the Capgemini Engagement Manager) and, where relevant, it is preferred that key Client staff involved with the Service Engagement are included. A report is produced from the audit, which is internal to Capgemini, although key findings (excluding Capgemini confidential information) may be discussed with the Client Engagement Manager after internal discussion.

Service Engagement Audits are usually planned at the start of the Service Engagement. The schedule is defined in paragraph “Quality Schedule”. The Capgemini Engagement Manager, Delivery Manager and/or the IQA may also call audits on an ad-hoc basis.

## 10.3. Quality Review Schedule:

The following reviews and audits are planned to take place during the course of the project according to the Quality Assurance procedures:

| Type of Check, Audit or Review | Responsibility for Organizing | Estimated Date | Client Involvement (Y/N) | Output |
| --- | --- | --- | --- | --- |
| XXX | Engagement Manager | Monthly | No | Completed EM Portal Compliance Assessment |
| Service Engagement Audit | IQA | TBC |  |  |
| Start-up\Plan Review | CG PM / CG Onsite Lead | Y |  | At the beginning |
| Internal Audit | CG QA Team | N |  | Based on Milestone plan |
| M-Review | CG DM / CG PM / CG Onsite Lead | Y |  | Every Month |
| Metrics Review | CG DM / CG PM / CG QF | N |  | Every Month |
| Process Compliance | CG DM / CG PM / CG QF | N |  | Every Month |

## 10.4. Issue/Non-conformance handling

Issues identified during the QM processes are documented in the associated report with recommended actions. The Capgemini Engagement Manager is responsible for implementing the recommended actions. The process for Issue Management is described in chapter “Issue Management”.

## 10.5. Deliverable Reviews

All Contractual deliverables and Supporting Documents are reviewed prior to delivery to the Client. Reviews are performed within the project using a Deliverable Review Report template.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Type of Review or Audit** | **Responsibility for Organising Review/Audit** | **Client Involvement**  **(Y/N)** | **Output from the Review/Audit** | **Target Date of Check/Review** |
| Requirement Review | CG PM / CG Onsite Lead | Y |  |  |
| Design Review | CG PM / CG Onsite Lead | Y |  |  |
| Code Review | CG PM / CG Onsite Lead | N |  |  |
| Test Result Verification | CG PM / CG Onsite Lead | N |  |  |
| Any other reviews < can be planned as per project requirement > |  |  |  |  |

# 11. Information Security Management

## 11.1. Security Baselines

### To capture all requirements related to Software, hardware, tools, security, office resources etc.

## Overall Infrastructure

### Following are recommended tools for implementation

|  |  |  |
| --- | --- | --- |
| **Process Area** | **Preferred Tools** | **Tools selected for the project** |
| Project Governance | N2K, Clarity, TeamForge | Rally, SVN, GE Libraries |
| Planning And Financial Management | Planning - GREAT,Clarity, OpenWorkBench,  Financial - N2K | Financial - N2K, OpenWorkBench |
| Resource Management | Clarity, OpenWorkBench | Rally |
| Scope And Requirements Management | TeamForge | SVN / GE Libraries |
| Change Control | Clarity, TeamForge | SVN / GE Libraries |
| Risk Management | Clarity, TeamForge |  |
| Issue Management | Clarity, TeamForge |  |
| Client Relationship Management | OTACE |  |
| Supplier And Procurement Management | TeamForge |  |
| Communication Management | EMPortal, LVIS | EMPortal |
| Infrastructure Management | Clarity, TeamForge |  |
| Configuration Management | TeamForge, Subversion, GIT Hub | SVN / GE Libraries |
| Quality Management | Clarity, TeamForge, HP Quality Center, CAST, QMS Tool |  |
| Knowledge Management | KM3.0 | GE Libraries |

## Site Access

For all work carried out on a Capgemini site normal working practices will apply.

For work carried out at the Client site, the Client’s working practices defined in x will be followed.

It is possible that an optional standard Contract Schedule 16 (Client Policy and Procedures) has been used. Check if this is the case and if so refer to it in this section. Otherwise enter specific details for the Capgemini project team working on the Client’s site. Example Text;

Normal Working Hours are between 9am and 5:30pm, Monday to Friday (GMT or BST), excluding Bank Holidays. Unlimited access to the Client’s office will be required for all Project staff during these times and outside normal working hours.

The Client will supply Access Passes granting access to the main project area, the car park and any other building where project work may take place as required. All Capgemini Project staff will adhere to the Client policies listed below, which can be found on xx.

The following are the pertinent on-site working practices:

NB: Examples that may need to be referenced;

\* health and safety rules

\* security procedures

\* rules for arrival/removal of Capgemini equipment

\* on-site virus protection procedures before down loading software onto the Client or third party network

## Data

Stored data in customer provide location like GE library. Rally and SVN.

## System Access

The Project will use TeamForge as the Project Repository. In order to access the Project Repository Access to certain parts of this shared area will be restricted (e.g. where signed-off documents are kept or where Capgemini confidential information is kept)the Client The Client will be given access to the shared area. Members of the Client team will need to have a user name and password. Access to the shared area will be maintained by the Capgemini PMO.

## Confidentiality

There are no special confidentiality requirements’.

## Storage and Archiving

### Storage

Documentation and information regarding the management of the project is filed in the Project Repository.

All signed off paper originals of document deliverables will be scanned and stored in the project repository. Originals of Contractual document, Acceptance certificates and signed Change Control notes will be handled following the Legal departments Contract Filing Process. Copies will be held in a hard copy repository for the duration of the project.

Stored all project delivery related docs and code base in SVN/CVS , GE Library and confluence page(CP)

### Archiving

The following items will be archived in TeamForge for the duration defined in the Document and Record Retention Policy:

* project repository
* contractual documents
* deliverables, including signed paper copies
* quality activity documentation (for example minutes of reviews and audits, trace of the configuration status, validation results, acceptance report)
* acceptance certificates
* emails and other key correspondence

All project related docs stored in customer provided sites.

### Backup Procedures

x are responsible for the back-up and any restore of the Project Repository, the Development Environment and all other data on the x network.

Project information held on a Capgemini networked server is backed up by standard Capgemini MIS procedures.

Individuals are responsible for back-up of project information held on hard drives of their lap-top computers including emails.

N/A.

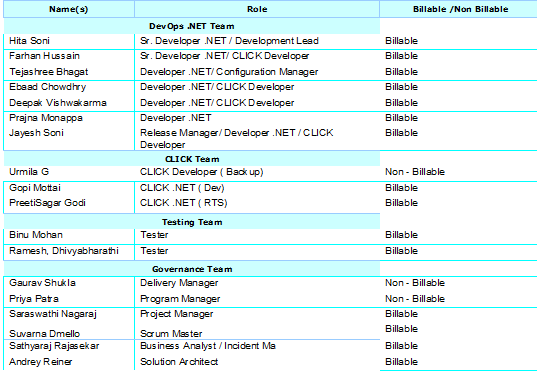
# 12. Resource Management

The Capgemini Engagement Manager will liaise with Capgemini’s Resource Management Team to obtain resources to deliver the project. The Client will be advised, at project meetings, of planned project joiners/leavers.

## 12.1. Overall Project Organisation

Insert a detailed organization chart or refer to section 5.2 of this document if this includes the whole Project Team.

The below table describes the project organization:



### 12.1.1. Security Screening

The Engagement Manager conducts upfront a Security Screening for every team member (Capgemini, Client, Third Party) according to the Project Security Requirements.

### 12.1.2. Team Performance Evaluation

Once in x months an Evaluation to check the team synergy level will be done which will be reported in the Team Performance Evaluation Report.

### 12.1.3. Loading patterns (to be) used

Her one can describe how the task allocation to resources is used.

For example: any task part of the critical path will be loaded using a Front loaded pattern.

## 12.2. Team Members Acquisition

**NB: This section is Optional OR Not Mandatory for Lite projects**

### 12.2.1. Team Members Selection Criteria

1. Based on the project requirement; required skilled resources will be selected and evaluated before on-boarding to the project
2. Ensure GE & GET BGC is completed for the resource before on-boarding to the project
3. Ensure the resource is adhered, agreed and signed GE compliance process

### 12.2.2. Team Members Interviews

Team Member interviews will be held by the Engagement Manager and the Team Leader. If the resource is to work on a Client location, an interview with a Client representative can become part of the interviews to be held.

Before an interview is held, the interviewee will have received a information package describing the project, tasks, required skills and experience.

1. Required skilled resources will be selected and evaluated before on-boarding to the project

### 12.2.3. Team Members On-Boarding

New Capgemini team members are on boarded using the project’s Onboarding Pack. They will be given an overview of the project by the Capgemini Engagement Manager and the appropriate project team lead for technical aspects of the project. Training on standard project tools will be given as needed.

### 12.2.4. Team Members Assignment

This section describes procedure for assigning team members to tasks depending on skills, complexity of the task by the engagement manager

NA

## 12.3. People Management

### 12.3.1. Team Members Training

The Engagement Manager is responsible for ensuring that Capgemini Team Members have received the necessary training to complete their tasks, and that coaching is given where necessary.

The [DocProp: Client] Engagement Manager is responsible for ensuring that the [DocProp: Client] Project team members receive appropriate training to enable them to complete their tasks.

### 12.3.2. Team Members Coaching

**Covering part of the new resource KT training plan**

### 12.3.3. Team Building Sessions

Regularly both dev and support team are having these function KT sessions

### 12.3.4. Team Members Change

Notifying customer and proceeding with the team members change based on the project required skills

### 12.3.5. Team Members Evaluation

Assignment Details are produced for each Capgemini team member by the Capgemini Engagement Manager or Project Team Lead, as relevant. An Assignment Appraisal will be held either every six months/year according to his or her grade and/or at the end of the assignment for each Capgemini team member.

The Capgemini Project Team Leads are responsible for holding the Assignment Appraisals for their team members including those working onshore. The Capgemini Engagement Manager holds the Assignment Appraisals for the Project Team Leads.

The [DocProp: Client] Engagement Manager is responsible for ensuring that the [DocProp: Client] Project team members receive appropriate training to enable them to complete their tasks.

**MyPath is used for evaluation of Capgemini team members (see Quick Guide Assignment Appraisal)**

### 12.3.6. Team Members Release

**NB: This section is Optional OR Not Mandatory for Lite projects**

The Engagement Manager is responsible for assessing the impact of a team member release. Before a team member is released, the Engagement Manager makes sure the Assignment Appraisal, knowledge capture, and time records are completed. The assigned authorizations of the team member must be revoked.

Well in advance notifying customer part of month meetings/updating the same in WSR report.

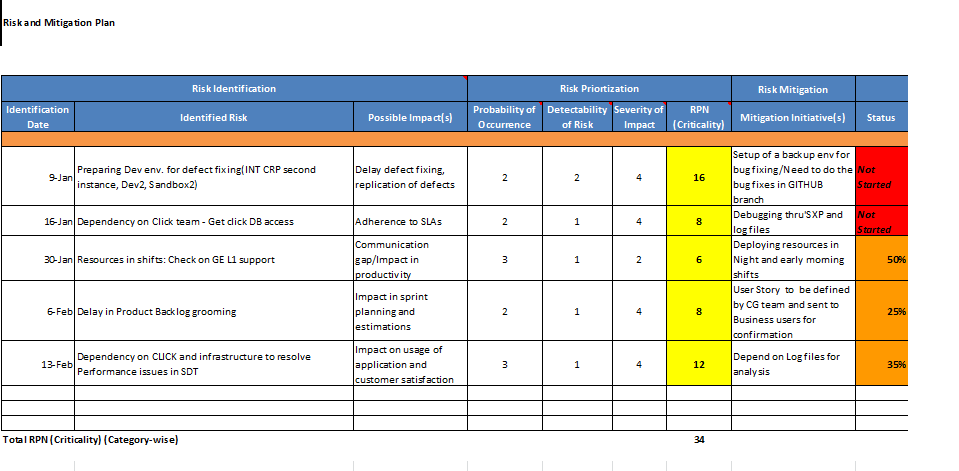
Prior to releasing a team member the Engagement Manager (or nominated Work stream lead) will discuss the reasons for leaving with the [DocProp: Client] Engagement Manager. When a team member is released, the Engagement Manager will communicate the release to the [DocProp: Client] Engagement Manager and to the appropriate Capgemini business unit. At the end of the project all team members will be released to their respective Capgemini business units.

# 13. Risk Management

The Capgemini Risk Management Procedure is contained in the local QMS. Check the local procedure is appropriate for your project. If not then tailor the Risk Management Procedures template.

## 13.1. Risk Identification And Recording

In summary, risk assessment and monitoring will take place at regular intervals throughout the project.



|  |  |  |
| --- | --- | --- |
| Task | Timescale | Responsibility |
| Initial Risk Assessment | During Start Up phase | Capgemini Engagement Manager |
| Subsequent Risk Assessment | Weekly and on scope change | Capgemini Engagement Manager / Client Project Manager |
| Technical Risk Assessment | Daily as Required | Capgemini Project Team / Capgemini Engagement Manager |
| Reporting | Weekly | Capgemini Engagement Manager / Client Project Manager |

The Capgemini Engagement Manager and the Capgemini Project Team will assess the likelihood of each risk occurring and the potential consequence for the project. They will identify the actions/responsibilities for mitigating the risk, with input from the Client where required. The impact on the costs and timescales may also be assessed.

The Engagement Manager identifies risks and updates the same in the risk register in the Risk-log.xls. Engagement Manager then transfers the not closed risks to the Monthly Progress Report.

The key risks are classified and the risk owner is identified for each of the risks. Risks are categorized in a range between 1 to 10 where 1 is lowest and 10 is highest based on the parameters. For more details refer to the Progress Report.

## 13.2. Risk Analysis

Engagement Manager on regular basis analyzes the risks and reports the same through Monthly Progress Report.

## 13.3. Mitigation And Contingency Planning

Engagement Manager on ongoing basis monitors and controls the Project Risks which involves keeping track of the identified risks, monitoring residual risks, identifying new risks, ensuring the implementation of risk mitigation/containment plans, and evaluating their effectiveness in managing the risk.

Where necessary, the Project Plan will be updated to reflect the impact of any agreed containment actions, and Change Control will be invoked if appropriate.

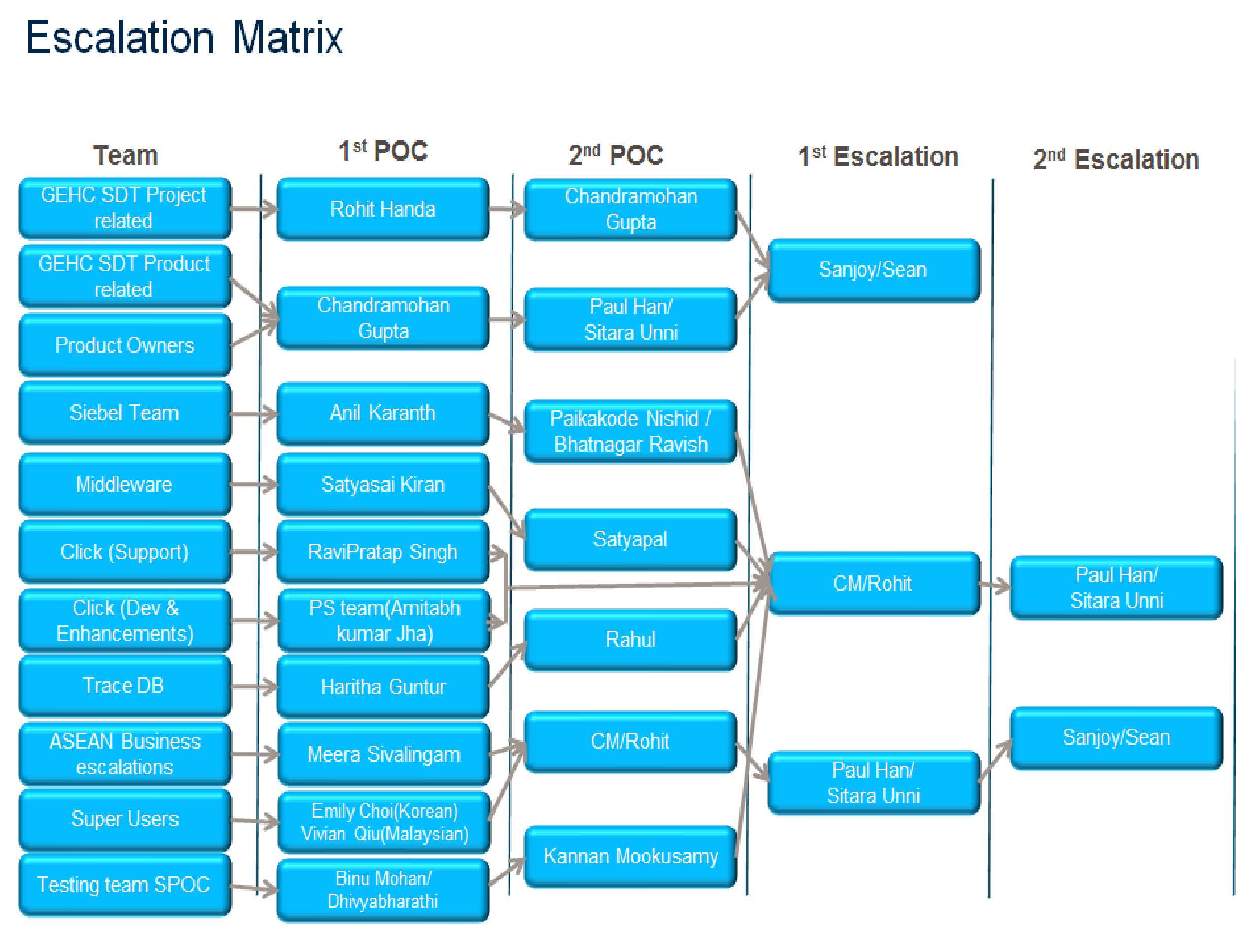
## 13.4. Risk Resolution and Closure

The Monthly Progress Report will provide a summary of the most critical risks, key risk parameters (such as likelihood and impact of the risks), status of the risk mitigation efforts and performance measures of the containment actions. This information will be used for both checking if the current risk management tasks are adequate and early preparation for potential risk impacts.

## 13.5. Risk escalation route

In case risks need to be escalated, the below routing will be followed.

|  |  |
| --- | --- |
| Escalation within the Client | *Client Project Manager* to  *Client Sponsor* to  *Project Board* to  *Steering Board* |
| Escalation within Capgemini | *Project Resources* to  *Capgemini Engagement Manager* to  *Capgemini Delivery Manager* and for commercial risks the *Contract Manager* to  *Capgemini Delivery Director* to  *Capgemini Account Manager* |



# 14. Issue Management

The Capgemini Issue Management Procedure is contained in local QMS.

Check the local Issue Management Procedure is appropriate for your project. If not then tailor the Issue Management Procedures template.

## 14.1. Issue Identification And Recording

In summary, issue assessment and monitoring will take place at regular intervals throughout the project.

| Task | Timescale | Responsibility |
| --- | --- | --- |
| Raise Issue Report | As they occur | Any person working on or related to the project |
| Assessment/ management of problems | Weekly | Capgemini Project Team Lead / Capgemini Engagement Manager |
| Reporting | Weekly | Capgemini Engagement Manager / Client Project Manager |

The Capgemini Engagement Manager and the Capgemini Project Team will assess the impact of each issue on the project and identify the actions/responsibilities to resolve the issue, with input from the Client where required. The impact on the costs and timescales may also be assessed.

## 14.2. Issue Analysis And Investigation

The Engagement Manager Identifies and records all issues related to this engagement in the issue register.

## 14.3. Issue Resolution And Closure

The issues are analyzed by the Engagement Manager based on priority and reported on need basis by the Engagement Manager.

## 14.4. Issue Escalation

Engagement Manager escalates the issues according the escalation matrix identified in “15.5” of this document.

# 15. Supplier And Procurement Management

**NB: This section is Optional OR Not Mandatory for Lite projects**

Procurement Management will be carried out by Capgemini using Capgemini’s standard procurement tool, GPS. The information in this section refers to both Capgemini suppliers and sub-contractors referenced in our contracts.

## 15.1. Supplier Selection

Not applicable

## 15.2. Supplier Agreements

Capgemini has signed an individual contract with each supplier, copies of which are filed in the Commercial File by the Capgemini Contract Manager.

## 15.3. Supplier Management

**NB : This section is Optional and Not Mandatory for Lite projects.**

Each Supplier will produce a Supplier Governance Plan to be formally agreed with Capgemini. This will include the approach to delivery the Suppliers contractual commitments, the project organisation and formal processes for reporting progress (including risks, issues, change controls, deliverables, dependencies, invoices, handover etc.) in line with contractual commitments.

Supplier reporting must be completed at least monthly. This will include formal Supplier reviewed in Supplier progress meetings.

Supplier contractual deliverables and milestones are defined in the Capgemini project plan. Progress against these is monitored by the Capgemini Engagement Manager on at least a monthly basis.

A weekly Supplier Progress report and a monthly Supplier Status Report is provided by each supplier to the Capgemini Engagement Manager.

The Capgemini Engagement Manager will hold a monthly progress meeting on a minimum of a monthly basis with each supplier to review progress, changes, financial status, deliverables status, issues and risks.

## 15.4. Supplier Acceptance

Not applicable

## 

## 15.5. Supplier Audits/Reviews

Suppliers may be audited or reviewed by Capgemini for compliance against the procedures and obligations in their contract with Capgemini, depending on the nature of the services they are providing. The Capgemini Engagement Manager will determine whether a supplier is to be audited / reviewed and their frequency and nature.

The following audits/reviews are planned:

|  |  |  |  |
| --- | --- | --- | --- |
| Supplier | Type of Audit or Review | Estimated Date | Output |
|  |  |  |  |

The Capgemini Engagement Manager may also decide to undertake an ad-hoc audit for a supplier if circumstances during the project suggest an audit is necessary.

## 15.6. Supplier Performance

Each supplier is responsible for managing its obligations against its contract with Capgemini.

If significant risks or issues are identified relating to supplier performance for example, by the supplier, on a progress report or by an audit or review, the Capgemini Engagement Manager will request a plan of action to be put in place by the supplier to address the problems and the Engagement Manager will monitor progress against those actions on at least a monthly basis.

Significant risks or issues that could impact or are impacting on the overall progress of the project will be highlighted to the Client by the Capgemini Engagement Manager.

# 16. Communication Management

## 16.1. Communication Strategy And Goals

Communication Management will establish and implement effective communication to the Client, Capgemini and Suppliers in the progress and overall outcome of the project.

## 16.2. Communication Plan

Capgemini will develop a Communication Plan that describes the communications to be made with the Client, suppliers, the project team (Onshore and Offshore) and Capgemini Management. It will include the objective, content, medium and schedule for the communications.

The communication plan should provide understanding and awareness to members of the Capgemini project team of how communication with the Client representatives will be handled.

**Communication Management will establish and implement effective communication to the GE, and contribute to the overall success of the project.**

## External Meetings

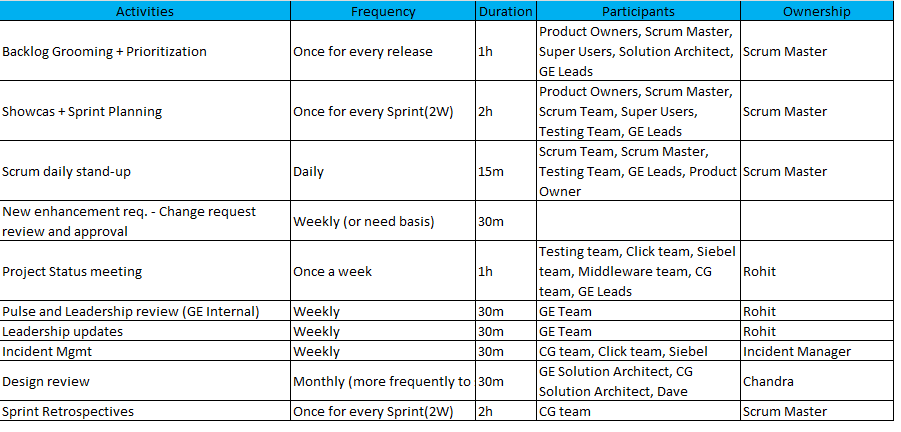
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Meeting Type** | **Stakeholders** | **Agenda** | **Frequency** | **Artefact** |
| Client Status Meeting | Capgemini and Client Team | Project Status | Weekly | Action Item |
| Client Vendor Manager Meeting | Capgemini and Client Team | Project Status | Bi Weekly | Action Item |

## Internal Meetings

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Meeting Type** | **Stakeholders** | **Agenda** | **Frequency** | **Artefact** |
| Weekly Meeting | Team Leads and Project Manager | Project Status , Next week activities | Weekly | Action Item |
| Weekly Meeting | Team Leads and Project Manager | Project Status, Next week activities. | Weekly | Action Item |
| Weekly Meeting | Project Manager and DM | Project Status , Issues, Risks | Weekly | Action Item |

The frequency of the meetings will be reviewed periodically to ensure communication remains valuable and effective.

## 16.3. Correspondence Handling



# 17. Document And Record Management

## 17.1. Documents And Records To Be Logged

All correspondence between

* the Client and Capgemini. Examples: letters, reports, quotes for offers (including those issued through Service Delivery Change Management process).
* Capgemini and a Supplier. Examples: request for information/proposal, reports received,

Must be stored and logged using the procedures as defined in this chapter.

## 17.2. Service Engagement Repository

Service Engagement documents will be held in TeamForge using the standard Capgemini Service Engagement Repository structure. The standard TeamForge Document Standards Process User Guide will be followed. TeamForge automatically generates version numbers.

## 17.3. Document Identification

Document Identification provides the mechanism to obtain visibility and to establish traceability of the Configuration Items. Identification does not mean the assignment of a single identifier to some monolithic component. Rather, it means the determination of the constituent parts of a system or product, the recording of the characteristics of those parts, the identification of their relationships, the assignment of a unique name to each part, and the graphical or tabular depiction of the whole system/product.

A list of items under Configuration Management will be maintained.

The following Configuration Management tools will be used:

* TeamForge for Document Versioning
* Subversion and Rational Clearcase for Code Versioning.

## 17.4. Document Classification

## 17.5. Configuration Control

The Configuration Manager is responsible for giving access to the Configuration Items only to authorized people. The overall objective is to prevent any uncontrolled change to occur, while maximizing the efficiency of normal operations. This will preserve the integrity of the whole configuration, therefore allowing for secure archives to be generated.

Configuration control will involve the following activities:

* document and justify changes
* evaluate consequences of changes
* approve or disapprove changes
* implement and verify changes
* create new baselines
* produce new releases.

In order to protect the integrity of the configuration and to provide the basis for the control of change, it is essential that Configuration Manager draws a matrix depicting the access control to the configurable items:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | Access Type |  |  |  |
| Role | Folder or CI Items | Create | Read | Update | Delete |
| Engagement Manager |  | x |  |  | x |
| Configuration Manager |  |  |  |  |  |
| Team Lead |  |  | x | x |  |

## 17.6. Configuration Status Reporting

Configuration status reporting is a line of communication between the Capgemini people working on the engagement and the Capgemini Engagement Manager. It may be used also to communicate with Capgemini senior management. Depending on the situation, some more quantitative information may be required to produce statistical reports as deemed necessary.

## 17.7. Configuration Reviews

The Capgemini Configuration Manager is responsible for conducting Configuration reviews.

A configuration review will look check the overall consistency, traceability and integrity of the configuration database and. assess the effectiveness and efficiency of the configuration management function as a whole.

A configuration review will be conducted:

* after the introduction of the configuration management system and procedures (to check the base configuration, which will then be changed only through formal control procedures)
* as appropriate to the project configuration complexity and timescales
* in the event of a disaster (to establish which items have been damaged or destroyed, to investigate recovery actions, and to verify that recovery actions have been successful).

|  |  |  |  |
| --- | --- | --- | --- |
| CM Activities | Tools | Hardware | Software |
| CI Configuration | Project SVN / GE Libraries | Project Shared | Windows/ Linux/ Unix |
| CI Change | Project SVN / GE Libraries | Project Shared | Windows/ Linux/ Unix |
| Build | Project SVN | Project Shared | Windows |
| Release & Packaging | Customer Stage Server | Project Shared | Linux/ Unix |
| Backup | Customer Server | Project Shared | Linux/ Unix |

# 18. Management Environment Supervision

## 18.1. Management Environment

The project management environment will support the Engagement Manager in running and managing the project. It will be set up using the standard Capgemini project management tools of Clarity for Planning, N2K for financial control and TeamForge for the project repository.

The project repository will hold all management and delivery documents produced during the project's lifetime. In addition the project will use a Teamroom / Wiki for work in progress.

The project management environment will be managed by the PMO / Capgemini Engagement Manager with support from the PMO Managed Service.

# 19. Knowledge Management

## 19.1. Engagement Profile

At the end of the project a brief summary of the engagement will be documented for internal Capgemini use.

## 19.2. Knowledge Object Reuse

Capgemini has a policy of re-using best practices gained in its projects. Each project has access to a range of functional descriptions, system designs, frameworks, components, and code.

## 19.3. Knowledge Object Sharing

Certain documents are identified as re-usable under Capgemini processes. This project will be expected to assess and submit appropriate technical documentation into Capgemini knowledge systems.

The Engagement Archive Folder Requirements contains the minimum documents to be captured for re-use by a project. This is included in the RapidClose Checklist.

The metrics to be collected for the project will be agreed in the Start up phase. The project metrics will be submitted to the Estimation and Measurement Centre (EMC) as agreed.

|  |  |  |  |
| --- | --- | --- | --- |
| **Knowledge Asset / Topic** | **Repository** | **KM session frequency** | **Attendees** |
| All project related documents | GE Libraries | Ongoing | Project Team |
|  |  |  |  |

Part C - Delivery Management

# 20. Service Delivery Introduction

## 20.1. Service Delivery Model

Following agile methodology for the small enhancements and Development task

## 20.2. Service Delivery Organization

## 20.3. Infrastructure and Application Management Landscape

# 21. Service Operation

## 21.1. Introduction

## 21.2. Service Desk

## 21.3. Incident Management

Using customer provided tool “Service-now”. All incidents tickets managed through service-now tool.

Support line Matrix:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Support Level** | **Name of Resource** | **Contact no.** | **Email ID** | **Hrs to invoke Support level** |
| L2 Support | Farhan | +919920259651 | syed-farhan.husain@capgemini.com | As per Roaster plan |
| L2 Support | Ebaad | +917350504295 | ebaad.chowdhry@capgemini.com | As per Roaster plan |
| L2 Support | Jayesh | +917737657511 | jayesh.a.soni@capgemini.com | As per Roaster plan |
| L2 Support | Deepak | +918983497238 | deepak.b.vishwakarma@capgemini.com | As per Roaster plan |

#### Incident Priority and Severity Matrix

**Severity Matrix**

|  |  |
| --- | --- |
| **Severity** | **Description** |
| Severity 1 | High number of policies impacted. The business impact of the incident is high and quick response is required. |
| Severity 2 | One or few policies impacted and the impact on business is low. |
| Severity 3 | There is no business impact but the error is occurred in one of the applications process. |

**Priority Matrix**

|  |  |
| --- | --- |
| **Priority** | **Description** |
| Priority 1 | Errors which are in Production cycle |
| Priority 2 | Errors which are in Test cycle |
| Priority 3 | Errors which are in QA cycle |

## 

## 21.4. Service Request Management

Using customer provided tool “Service-now”. All service requests s managed through service-now tool.

## 21.5. Problem Management

Below is the brief description of the problem management process which is followed.

1. Understand the Business Requirements from the Rally Userstories
2. Perform Development in accordance to <Client name> programming standards.
3. Perform Unit Testing to ensure quality and code efficiency.
4. Perform Defect Triage and Fixes during QA/UAT Testing phases.
5. Provide Support for Pre-implementation and Production Deployment.

#### Problem Priority and Severity Matrix

**Severity Matrix**

|  |  |
| --- | --- |
| **Severity** | **Description** |
| Severity 1 | Critical errors due to which   1. Functionality not working 2. Majority of users or customers are affected 3. A critical business process is disrupted   There is no work around |
| Severity 2 | Critical errors due to which   1. Functionality not working 2. Majority of users or customers are affected 3. A critical business process is disrupted   There is a work around |
| Severity 3 | Non critical errors |

**Priority Matrix**

|  |  |
| --- | --- |
| **Priority** | **Description** |
| Priority 1 | Critical errors which has no work around |
| Priority 2 | Critical errors which has a work around |
| Priority 3 | Non critical errors |

## Availability Management

The availability of the resources is properly managed into billable roles as per the skills, experience with effective tracking on their availability/release date that is communicated to all stakeholders.

#### Availability Targets

<Client name> may increase the number of resources providing services here under at any time by notifying Capgemini with thirty days, and Capgemini will use commercially reasonable efforts to provide the requested additional resources as soon as practicable. This is applicable only for L2 support services.

## Capacity Management

## Continuity Management

# Service Transition

## 22.1. Introduction

## 22.2. Change Management

Using service-now tool for the change management process

A Change Request (CR) is a formal submission of a change that needs to be approved. It is important that team to track all changes made to the program and it is expected that that entire team will adhere to the process. This discipline is needed in all projects and helps the project stay focused on the commitments made within the parameters set for scope, schedule and budget. It is also a communication process so that everyone who needs to know is aware of changes made. For this reason the team must be disciplined in following the change control management procedure described here. Change Requests may be initiated by any team member and will be reviewed by the program Change Control Board (CCB). Management of the change control process is the responsibility of both <Client name> and Capgemini Project Managers.

| Change Type | Project Authority | Escalate to CCB for Approval or Awareness |
| --- | --- | --- |
| Scope Change | Approval | Approval |
| Resource Change | Approval | Awareness |
| Schedule Change (only at phase and program level milestones. Not applicable for system level milestones) | Approval | Awareness |
| Change to SOW | No | Approval |
| Change to key sign-off | Approval if budget or schedule impact | Approval if budget or schedule impact |
| Change in Development Approach | Approval if budget or schedule impact | Approval if budget or schedule impact |

## 22.3. Release Management

Release Management is planned and tracked based on the guidelines set in-line with customer expectations and process.

## 22.4. Configuration Management

This section describes the activities, roles and responsibilities that define the configuration management process necessary to maintain effective control over the work products produced during the lifecycle of this project. These items can include documents, software and hardware.

Service Now application tool will be used as configuration tool to maintain different version of all tickets resolution related documents. SVN/CVS will be used as source code configuration tool to maintain the source code and directory.All deliverables to client will also be stored in SVN/CP/GE library.

Configuration identification provides the mechanism to obtain visibility and to establish traceability of the configuration items and associated changes.

All of the documents listed in the Project Scope subject to configuration management. Additional items will be further defined and maintained throughout the project lifecycle.

The following configuration management tools will be used:

* Software Configuration Management and Code Change Management – As per <Client name> Change and Release Management procedures. SVN/CVS is used for source code version control.
* Production Support Tickets tracking: As per client Remedy software is used for tickets tracking.

Testing Defect Tracking for enhancements projects– ALM Quality Center (<Client name>).

#### Configuration Control

The Configuration Manager is responsible for giving access (or facilitates / coordinates) to the configuration items only to authorized people. The overall objective is to prevent any uncontrolled change to occur, while maximizing the efficiency of normal operations. This will preserve the integrity of the whole configuration, therefore allowing for secure archives to be generated.

In order to protect the integrity of the configuration and to provide the basis for the control of change, it is essential that configuration items are held in an environment which:

* Protects them from unauthorized change or corruption
* Provides means for disaster recovery
* Permits the controlled check-in and check-out of items (especially for software and documentation)
* Supports the achievement of consistency between related configuration items

Once a safe environment is in place, configuration control will involve the following activities:

* Document and justify changes
* Evaluate consequences of changes
* Approve or disapprove changes
* Implement and verify changes
* Issue copies of configuration items
* Record that configuration item has been issued for update
* Notify copy holders
* Store modified versions of configuration items
* Update configuration item records
* Create new baselines
* Produce new releases

#### **Configuration Team Activities**

* Version control of the document maintained
* The right version of document are utilized for status reporting/code changes

#### **Configuration Reviews and Audits**

Configuration reviews and audits guarantee the correct functioning of the whole configuration management function. Reviews focus on checking the integrity of all the items under configuration management, while audits focus on checking the actual application of the configuration management procedures and rules.

A configuration status review is a formal examination of the characteristics of configuration items, baselines and releases, in order to check the overall consistency and integrity of the configuration database. All configuration management will be done by Client project Lead.

### **Release Management**

Release Management is planned and tracked based on the guidelines set in-line with customer expectations and process.

## Software Control, Installation and Distribution

Using Licensed version of Visual studio professional edition.

## Development Processes

Following Agile Mechanism Using Rally tool for User story creation, Backlog grooming and Resource work tracking and effort tracking.

# Environment

## 23.1. Technical environment

IDE used is Microsoft visual studio 2013 professional edition

Service Now for Support tickets monitoring

Siebel and CLICK interfaces

## 23.2. Remote Maintenance Functions

Master data load in the click side weekly basis.

## 23.3. Developments in the Technical Environment

IDE used is Microsoft visual studio 2013 professional edition

CLICK software interface

## 23.4. Tools

Tools are influenced by corporate decisions and should be consistent for an service engagement across all geographies, where possible. Those selected for use on this service engagement are:

|  |  |  |
| --- | --- | --- |
| **Categories** | **Chosen Tool** | **Comments** |
| Ticket Handling | Service Now |  |
| SLA tracking and reporting |  |  |
| Engagement Management | Clarity |  |
| SCM tools | GIT Hub |  |
| Requirements Management | Rally |  |
| IDEs | Microsoft Visual studio 2013 Professional edition |  |
| Visual Modeling |  |  |
| Testing | Manual and Script execution |  |
| Development-workflow management | Agile mechanism |  |
| Any service engagement specific category | Service Now |  |

Part D – Appendices

# Reference And Applicable Documents

# Capgemini And Client Supporting Staff

## 25.1. Detailed Service Engagement Organization

The Capgemini Service Engagement team is organized in the following structure. Each of the roles in the structure will be assigned to at least one member of the team. For the full list of the project team members refer to the Project Contact List.

## 25.2. RAVI(VS)-matrix

## 25.3. Integrated Teams Skills Matrix

## 25.4. Integrated Team Operating Structure

# Definitions

## 26.1. Glossary

## 26.2. Terms

## 26.3. Abbreviations or Acronyms

## This appendix contains definitions of acronyms and abbreviations contained in this document, which may otherwise lead to incomprehension, misunderstandings or ambiguities.

|  |  |
| --- | --- |
| Acronym or Abbrevation | Meaning |
| P.E.G | Process Engineering Group |
| EM | Engagement Manager |
| PM | Project Manager |
| SGP | Service Governance Plan |

# Deviations From Group USM definitions

In this chapter of the Appendices, the Engagement Manager will indicate where and how in the Service Engagement deviations from Group / local USM have been implemented in order to have the organization and procedures of the Service Engagement implemented in align with the Contract, Schedules and Services.

## 27.1. Stream Design

## 27.2. Service Governance Plan

*Tailoring and Deviations identified for this project are updated in the below table:*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Process Activity** | **Process Task** | **Is Tailoring/Deviation?** | **Deviation Description** | **Execution Approach** |
|  |  |  |  |  |

<Note : For Life Science projects, LS specific tailoring guidelines to be referred. LS Standard Operating Procedure Template and LS SOP Review Record to be maintained>