

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

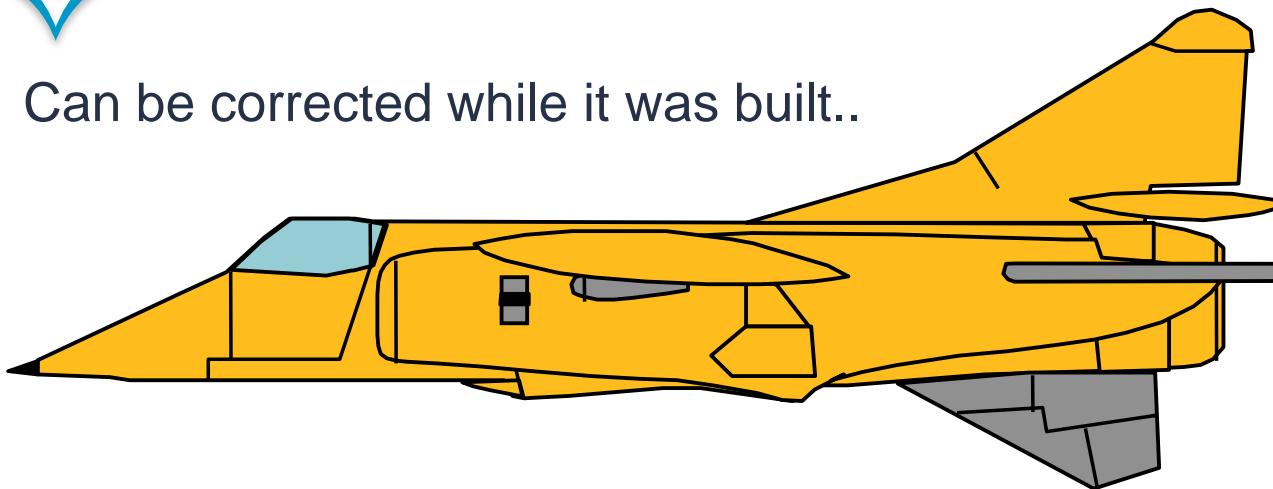
Why Quality is important?



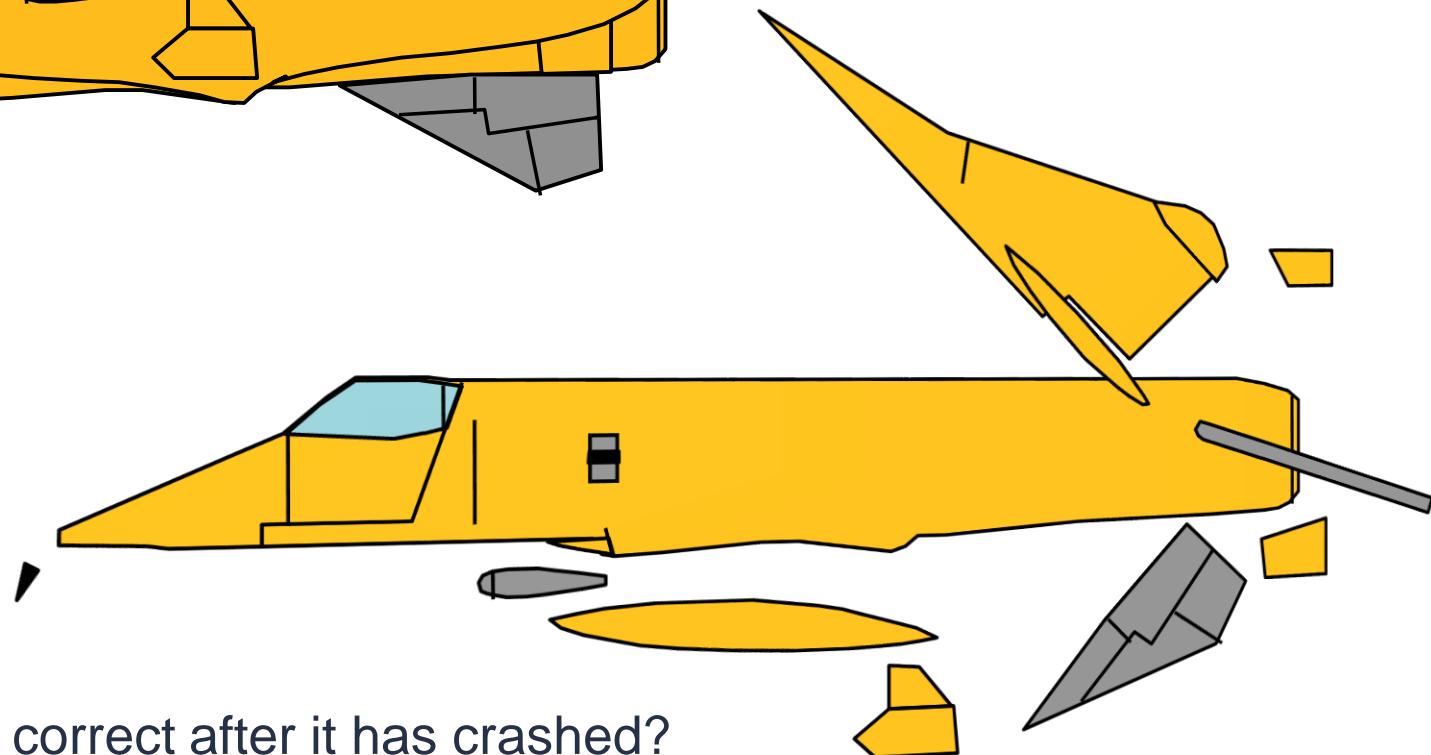
EUROPE-ITALY.swf

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



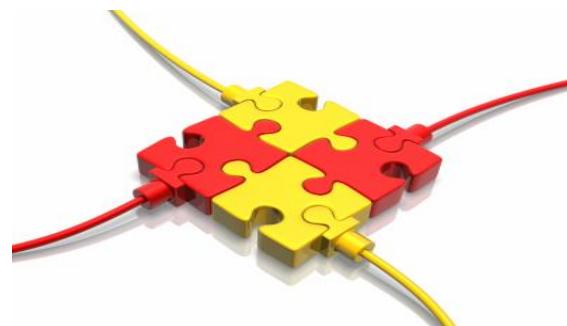
Design the Software App:
High level and low level complete software app design is done.

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.

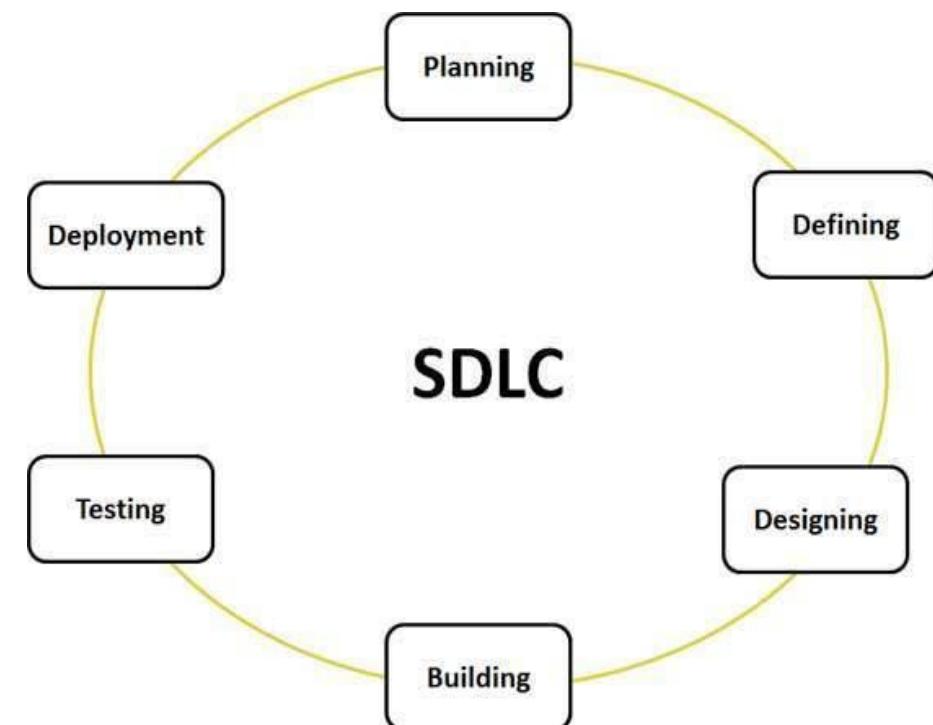
Software Development Life Cycle (SDLC) & CG Methodologies

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:

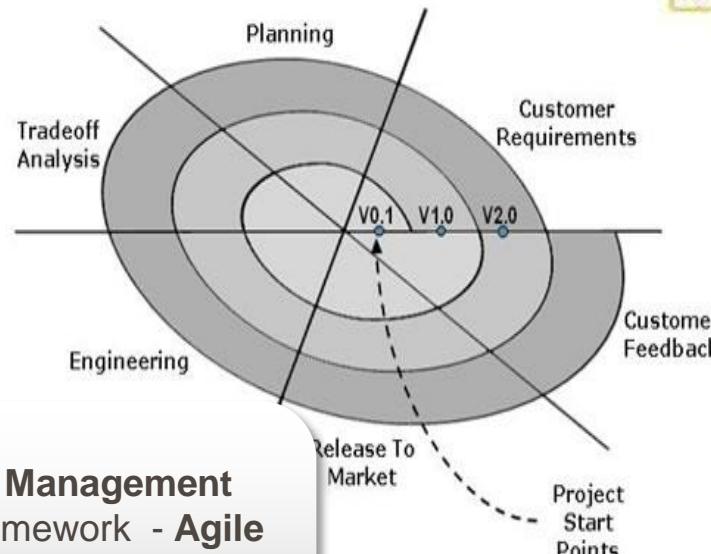
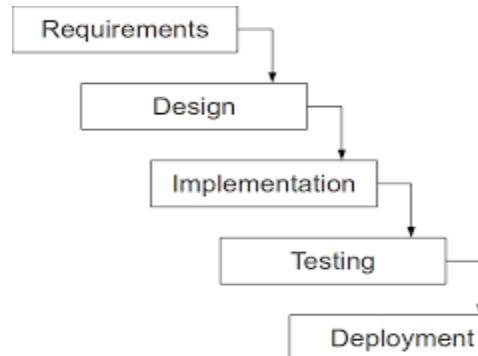
- Stage 1: Planning and Requirement Analysis
- Stage 2: Defining Requirements
- Stage 3: Designing the product architecture
- Stage 4: Building or Developing the Product
- Stage 5: Testing the Product
- Stage 6: Deployment in the Market and Maintenance



Various Life Cycle models & Methodologies in Software

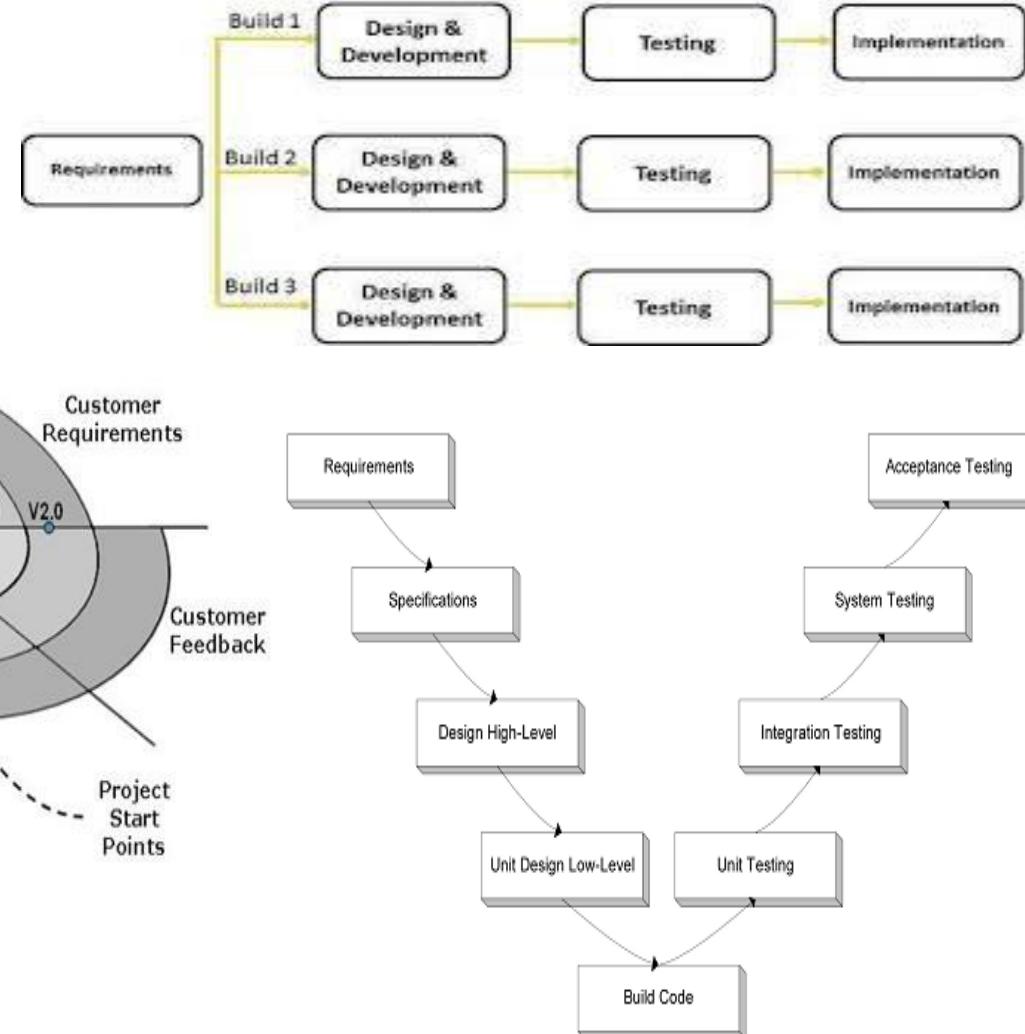
Most Important and Popular SDLC models:

- ✓ 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.

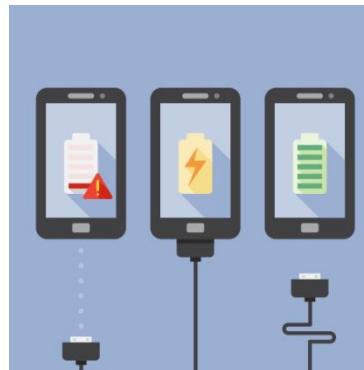
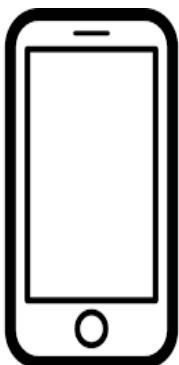
What is a Risk?

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.

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What is Quality Management System (QMS)?



QMS Path:

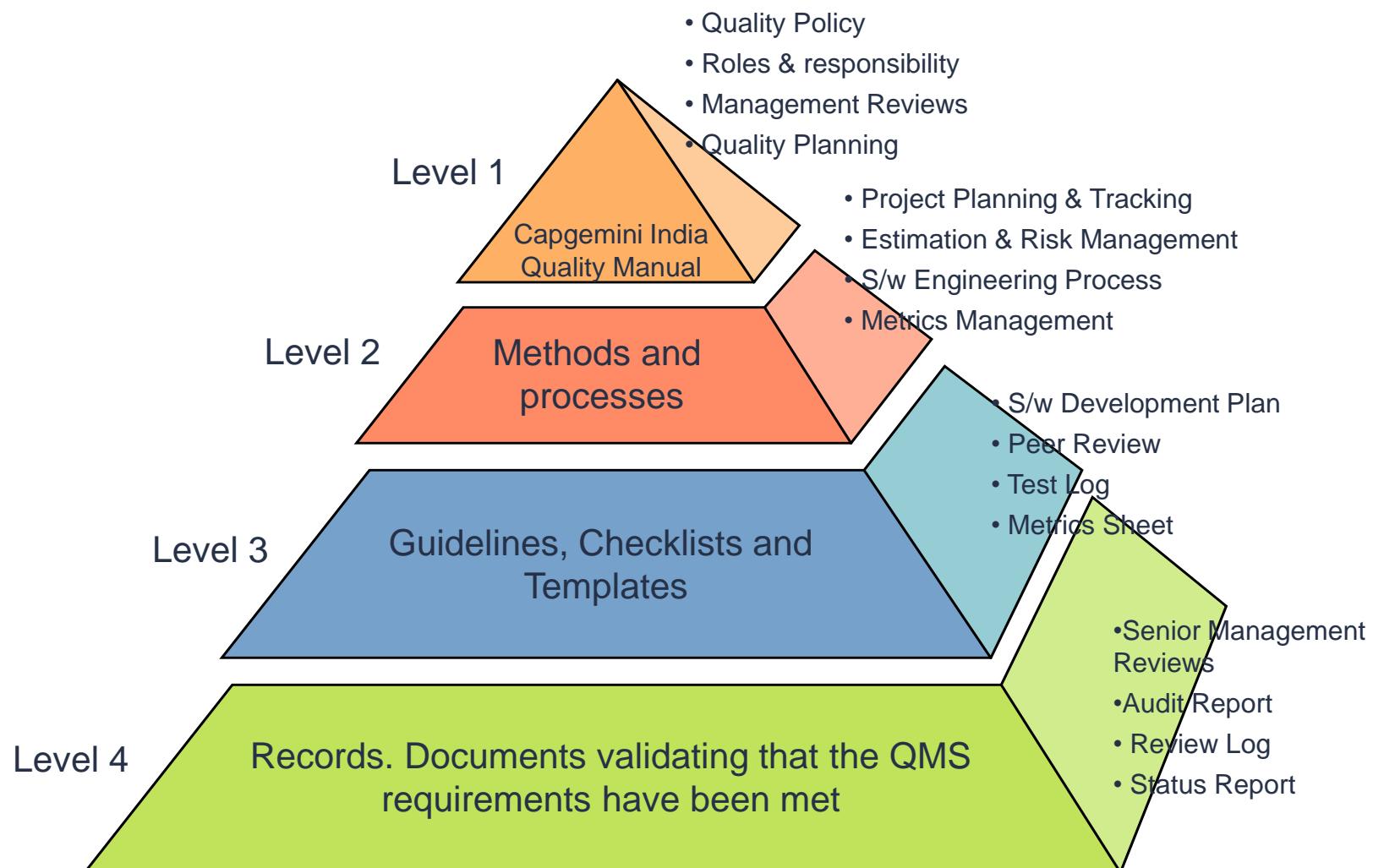
<http://qa.in.capgemini.com>

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:
On **T**ime & **A**t/**A**bove **C**lient's **E**xpectation

- The OTACE Team publishes the Organizational Level OTACE Report
- Organizational baseline : OTACE score ≥ 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

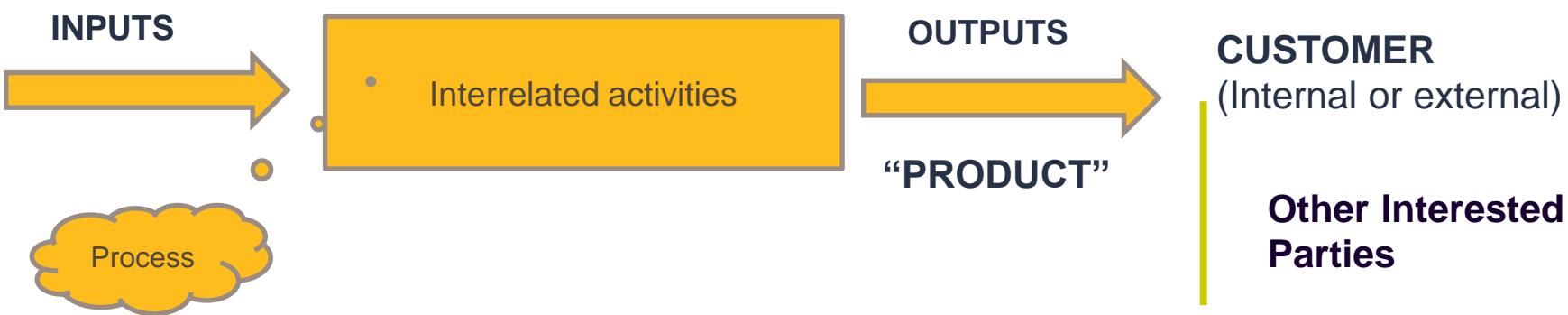
➤ What is Quality Manual?

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.

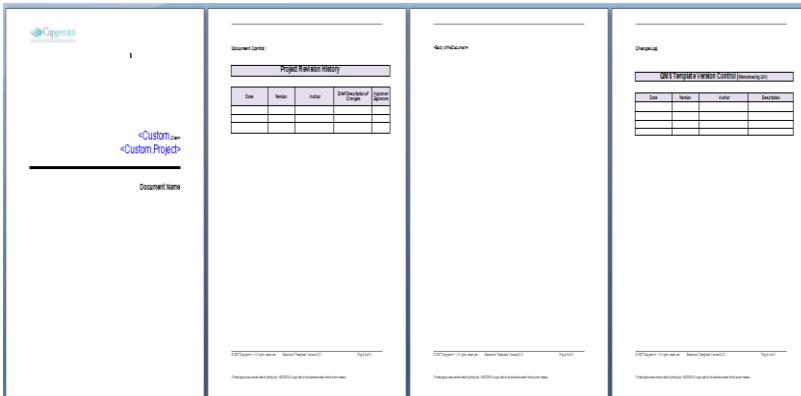
Capgemini India Roles & Responsibilities can be found at QMS > Processes > Apex Documents > APEX LEVEL DOCUMENTS > CG_Org Roles_Responsibilities.doc

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

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Deliver

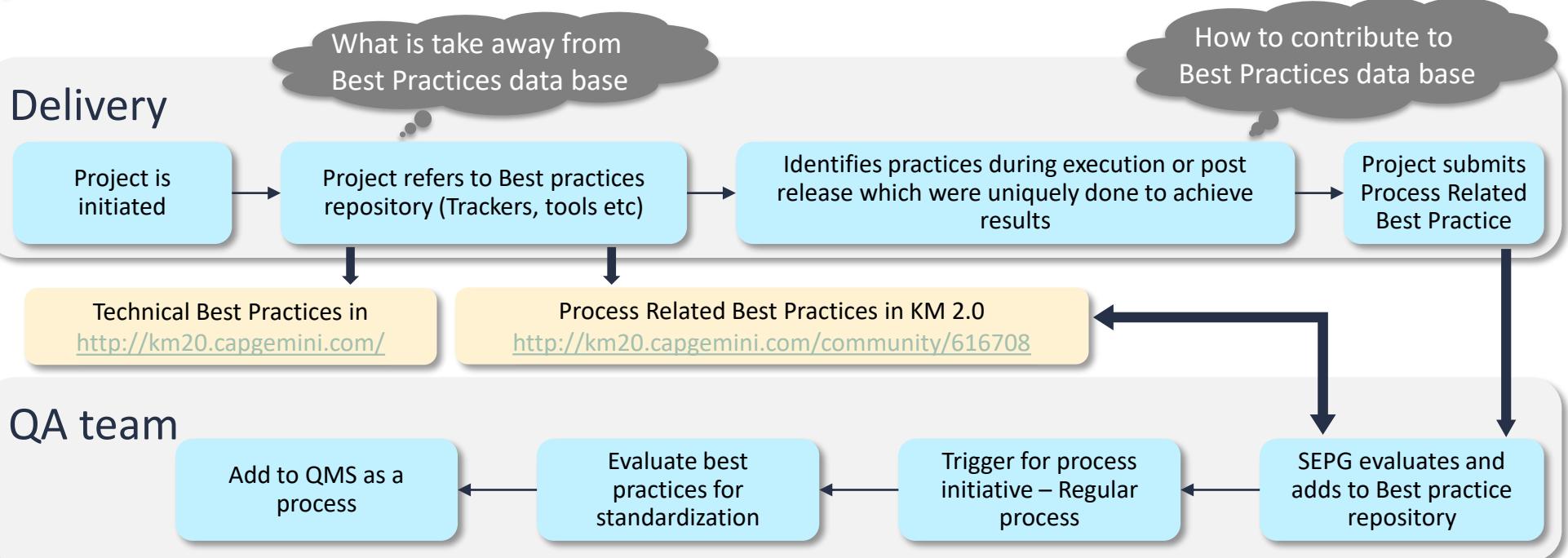
The screenshot shows the Capgemini DELIVER website. At the top, there's a navigation bar with links for GLOBAL, INDIA, MY DESK, DELIVERY, SALES, UNIVERSITY, GLOBAL CC, and various news and people sections. A sidebar on the left lists categories like WELCOME TO DELIVERY & COMPETITIVENESS, Methods, DELIVER Overview, DELIVER Sales Policy, E-learning, Quality Management Systems, Archive, EPF/RMC, Authoring/Tailoring, Statistics, and Capgemini Lean Foundations. The main content area is titled 'Methods' and includes sections for Published Methods (with a note about offline versions), Sales Methods (with links to Collaborative Selling and Due Diligence), Group Management Methods (with links to Unified Project Management V6.5, Unified Service Management V1.2, and Programme Management), and BU/Regional Management Methods (with links to various regional project management versions). There's also a note about searching for methods using Google Search.

- 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

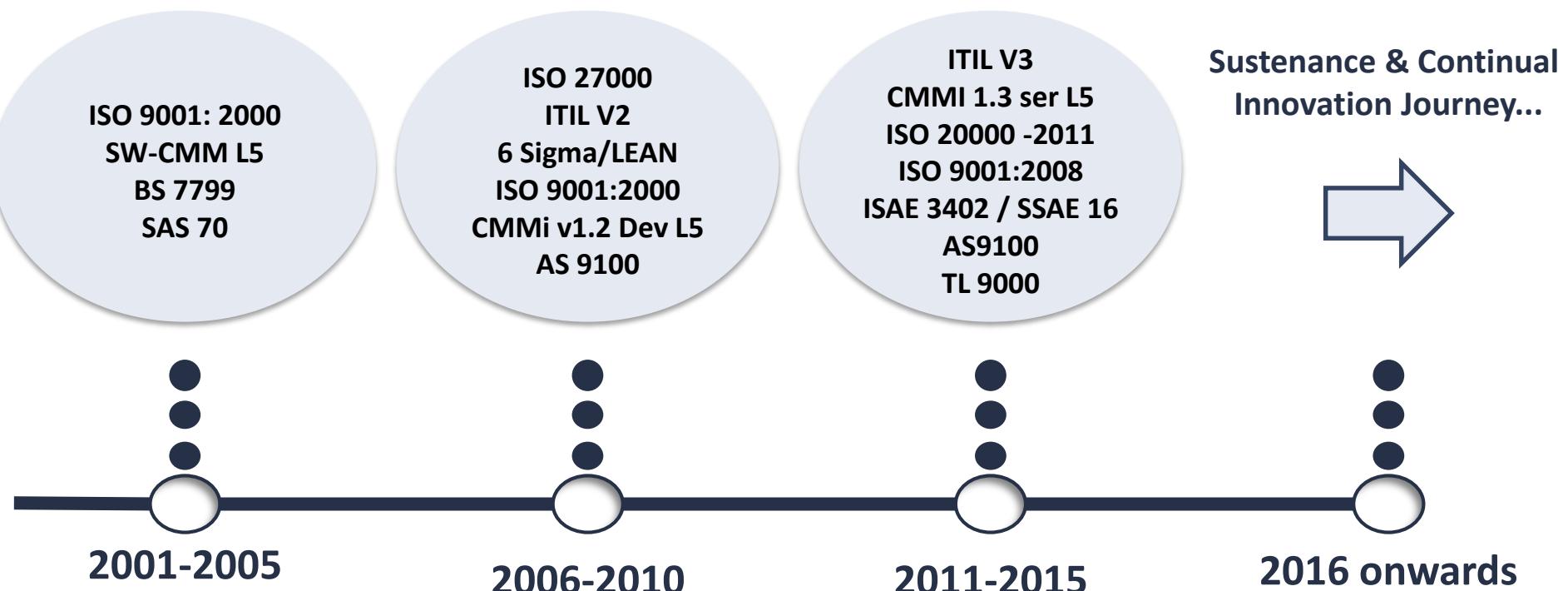
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Our Continual Quality Journey...

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

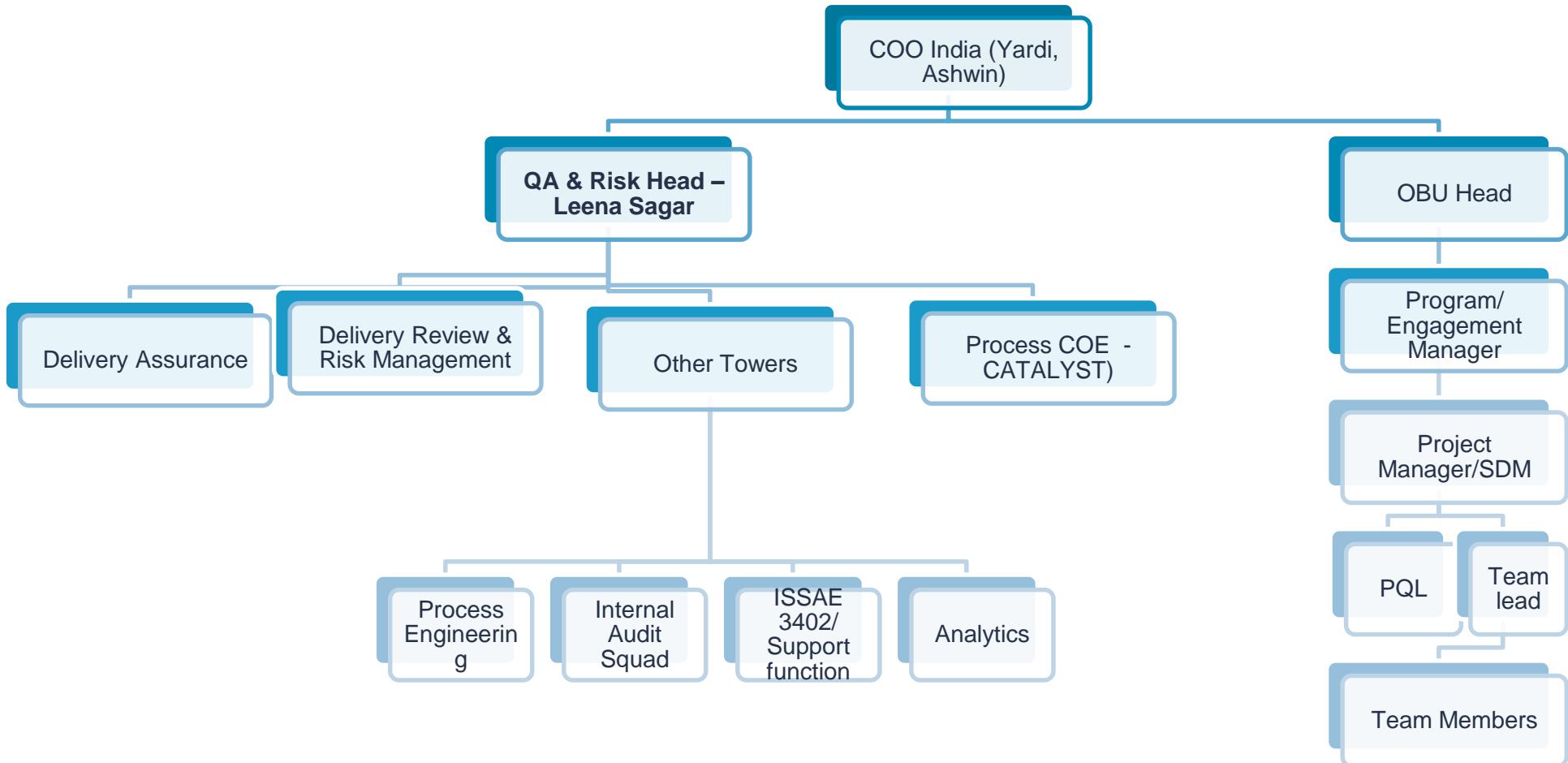
Quality Assurance Department

quality.assurance.in@capgemini.com

We facilitate & Provide on-going support:

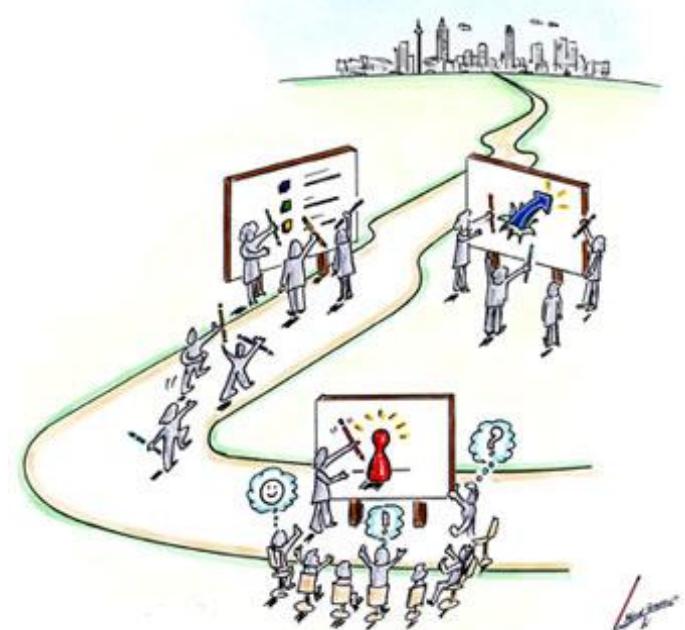
Implementation of Quality Assurance standard in all spheres of activity throughout the organization viz. projects and functions.

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...

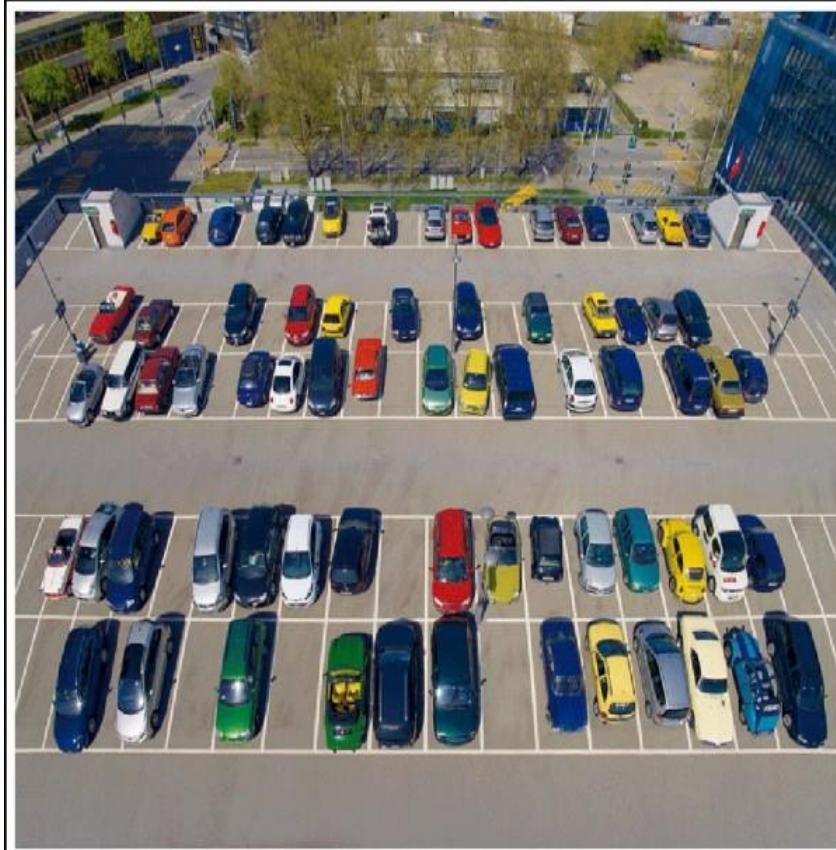
During On-going Support :

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

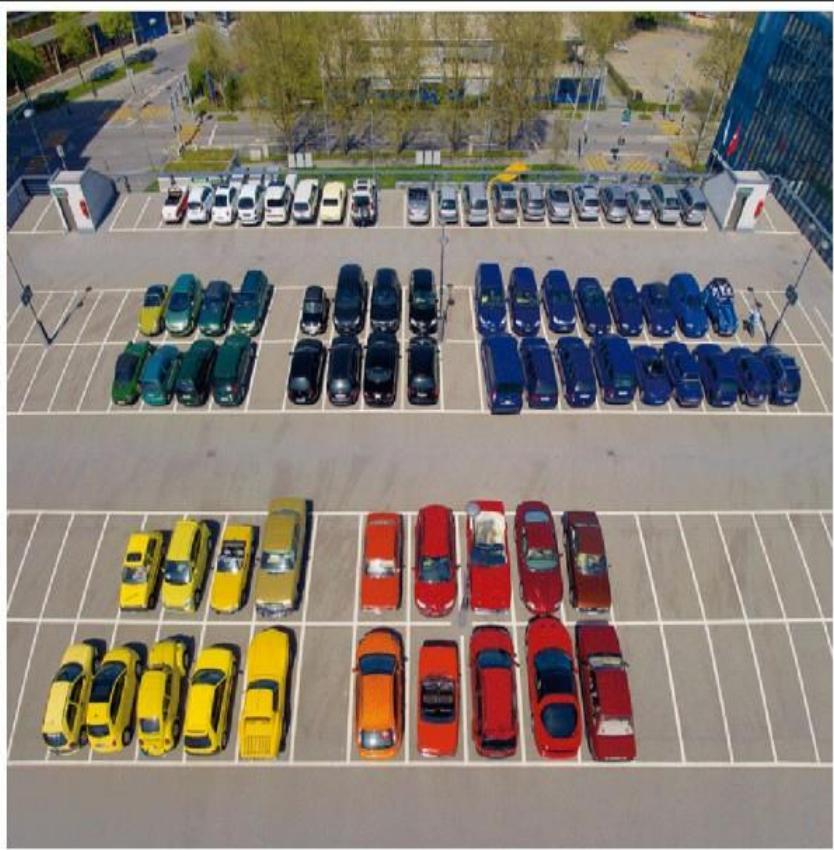
QA Services - Audit

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. At the top, there's a navigation bar with a user icon, 'Varsha torane1 Logout', 'Help', and 'About'. Below it is a secondary header with 'Home' and 'Favorites' tabs, and a dropdown menu for 'Time' (Personal, Portfolio Management, Resource Management) and 'General' (Projects, Resources, Resource Finder, Resource Requisitions). A red box highlights the 'Timesheets' link under the 'General' section. A yellow callout box with a red border points to this link with the text: 'Click the timesheets link under Home tab'.

On the right, a 'Timesheet Status' dropdown menu is open, showing options: Open, Submitted, Approved, and Posted. A red box highlights the 'Open' option. A yellow callout box with a red border points to the clock icon of the first timesheet group in the grid with the text: 'Click the on the clock icon of the timesheet group that contains the day against which you want to book time'.

The main area displays a grid of timesheets. The columns are: Date, Timesheet Status, Adjusted, Adjustment, and Total. The rows show dates from 01.12.13 to 16.12.13, all marked as 'Open'. The first row (01.12.13) has a red box around its clock icon. The second row (02.12.13) also has a red box around its clock icon.

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'. A yellow callout box points to the 'Timesheet' section of the interface.

The main area is titled 'Timesheet'. It displays a table for tracking work hours. The columns include:

- Investment
- Investment ID
- Phase
- Parent
- Task ID
- Description
- Input Type Code
- Mon
- Tue
- Wed
- Thu
- Fri
- Sat
- Sun
- Total
- ETC

The table has a single row with the word 'Total' in the Description column. The 'Input Type Code' column shows '13.01' for all days except Saturday and Sunday, which show '0,00'. The 'Total' column also shows '0,00'.

Below the table, there are buttons for 'Add Task', 'Submit for Approval', 'Populate', and 'Cancel'. A note at the bottom states '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 Logout | Help | About'. 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 message 'Work Effort = Hours' is at the bottom left.

The main area is titled 'Timesheet' and displays a grid of tasks. The columns include: ID, Investment ID, Phase, Parent, Task ID, Description, Input Type Code, and dates from Mon 13.01 to Sun 19.01, followed by Total, ETC, Start, Finish, and Posted Actuals. A tooltip 'ETC is shown as a tooltip' points to the 'ETC' column for the second task row. Another tooltip 'Clicking on Populate, populates all the tasks in the timesheet that are assigned to you as below' points to the 'Populate' button.

Annotations with red boxes and arrows highlight specific features:

- A yellow box with the text 'Click on this icon to add a note' points to the 'Note' icon in the top right corner of the grid header.
- A yellow box with the text 'ETC is the time planned on this task' points to the 'ETC' value '40,00' in the second task row.

ID	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	Start	Finish	Posted Actuals			
<input type="checkbox"/> demo vt	demo vt 12345	Unplanned Tasks	Unplanned Tasks	task 3	task 3										0,00	0,00	01.10.13	29.11.13	164,00		
<input checked="" type="checkbox"/> DEMO VT3	DEMO VT3 12345	Change Request 001	Change Request 001		Task 1.1										0,00	40,00	14.01.14	20.01.14	0,00		
										Total	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00			

- 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

Resource: torane1, varshali

Group By: None

Task Name:

Task ID:

Show Tasks

Filter Show All

Assigned

All

Assigned

Not Assigned

Investment	Investment ID	Task
demo vt	demo vt 12345	task 2

Add Add and Select More Return

- 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

The screenshot shows the CLARITY Timesheet submission interface. At the top, there's a navigation bar with 'Home' and 'Favorites' tabs. Below it, the title 'Timesheet' is displayed. A 'Time Period' dropdown shows '13.01.14 - 19.01.14'. The resource name is 'varsha torane1' with an envelope icon. The 'Timesheet Status' is 'Open'. On the right, it shows 'Modified by' 'varsha torane1' and 'Last Modified' '13.01.14 21:39'. The main area is a grid titled 'Tasks' with columns for Investment, Investment ID, Phase, Parent, Task ID, Description, Input Type Code, and daily time entries from Monday to Sunday, plus Total and ETC columns. The grid contains three rows of task data. At the bottom, there are buttons for 'Add Task', 'Split', 'Delete', 'Save', 'Submit for Approval' (which is highlighted with a red box), and 'Populate'. A yellow callout box points to the 'Submit for Approval' button with the text: 'After you fill the timesheet click on Submit for Approval'.

	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	
<input 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"/>	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"/>	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	0,00

Add Task Split Delete

Save **Submit for Approval** Populate

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

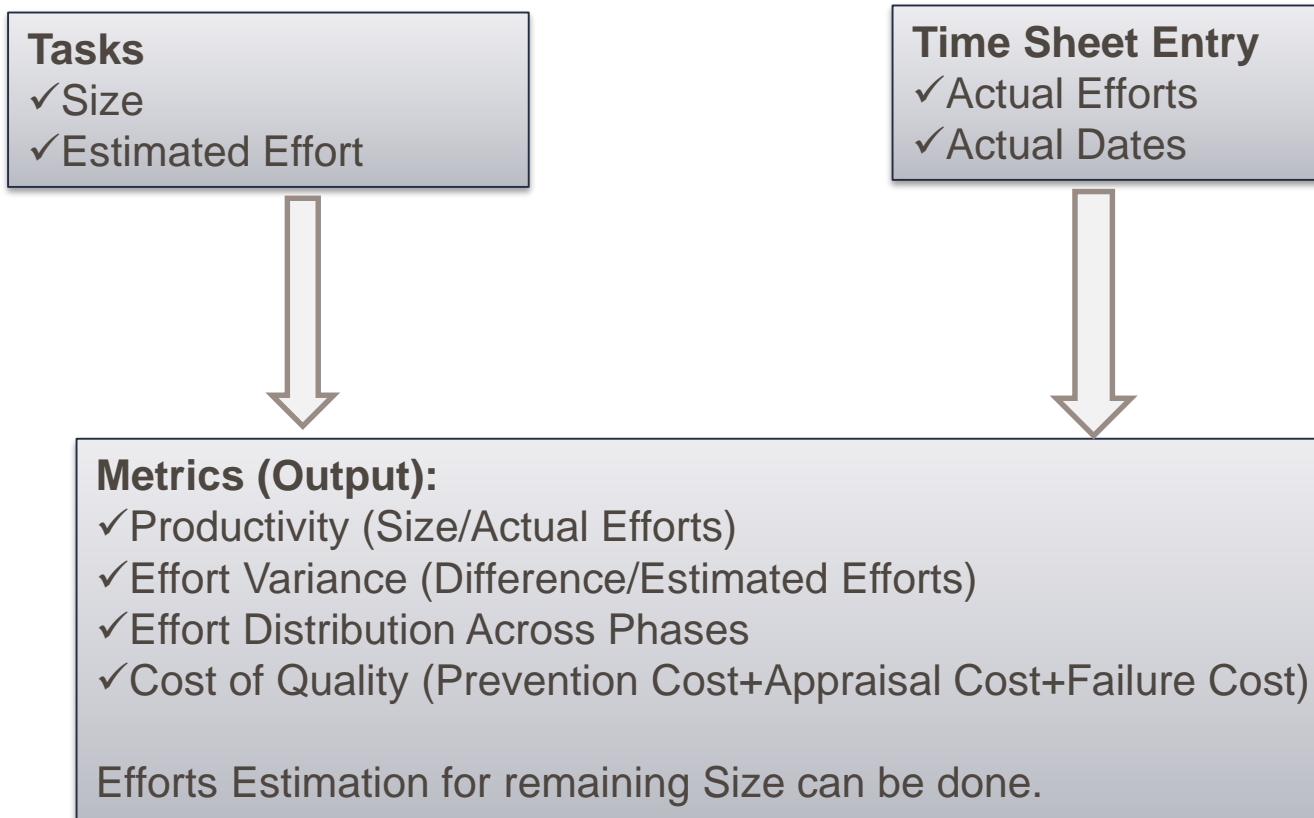


QT_Incident
Log.xlsx

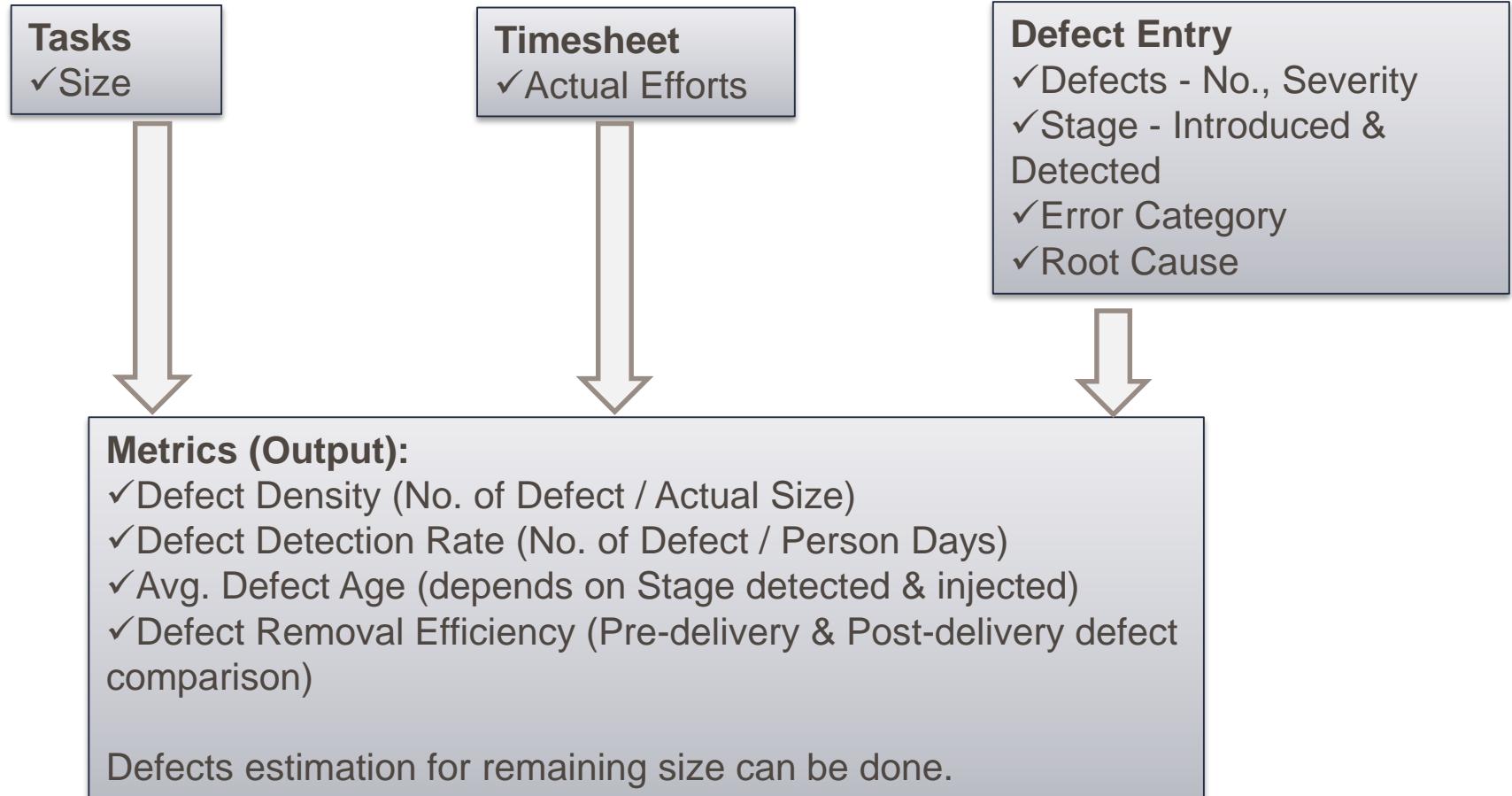


QT_Problem
Log.xltx

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