**Bahwan CyberTek**

|  |  |
| --- | --- |
| **Document Name** | **KVB\_Managed Services Plan** |

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**Document Release Log Sheet**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Version No. | Date | Prepared By | Reviewed By | Approved By | Changes made (affected sections) |
| 1.0 | 17-Jan-14 | Mani Murugan | Suresh Samikannu | Suresh Samikannu | Initial Version |
| 1.1 | 26-Sep-15 | Mani Murugan | Suresh Samikannu | Suresh Samikannu | Updated BCT SPOC details, KVB Contact Details |
| 1.2 | 01-Mar-16 | Mani Murugan | Suresh Samikannu | Suresh Samikannu | Updated Configuration Management section, Version Number, Font size s |
| 1.3 | 26-Sep-15 | Mani Murugan | Suresh Samikannu | Suresh Samikannu | Updated BCT SPOC details, KVB Contact Details |
| 1.4 | 22-Jun-16 | Karthi | Mani Murugan | Mani Murugan | Updated the revised BCT SPOC details, KVB Contact Details |
| 2.0 | 01-Mar-17 | Sarath | Asok | Asok | Revised entire doc based on standard template of MSP |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 2.1 | 01-April-2021 | Divahar | Vijay Bhaskar | Vijay Bhaskar | Revised entire doc based on standard template of MSP |

**Template Release Log Sheet**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Ver No. | Date | Prepared By | Reviewed By | Approved By | Changes made (affected sections) |
| 1.0 | 28-Feb-13 | Genga Devi Paul | Process Review Committee | Saravanan | Initial Version |
|  |  |  |  |  |  |

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# Project Scope

Refer Cuecent AMC Proposal FY 21.pdf

[\\192.168.0.19\kvb-amc-esb\Client\Contract](file:///\\192.168.0.19\kvb-amc-esb\Client\Contract)

## Scope Changes

NA

# Initial Status of the Application/ Server/ Data Base under Maintenance

## Description of the Application/ Server/ Data Base Items

NA

**Description of the Application Items:**

* IRCTC
* BILLDESK
* AVENUES
* TECH PROCESS
* ATOM
* TIMES
* IBIBO
* TNEB
* One Time Password Generation through SMS
* Locking / Unlocking Internet Banking Account through SMS
* Registration / Deregistration of eStatement through SMS
* Balance Enquiry and Mini Statement through SMS
* Online debit card block listing through SMS via Cuecnet ESB & FSS Switch

The following softwares are pre-request for installing BPMS product in Karur Vysya Bank

* IBM WebSphere 7.0.0.21
* Oracle 9i
* Apache Ant 1.6.2
* JDK 1.5.0\_22
* BPMS 5.1.27.8

The following are the hardware prerequisites for the proper installation and working of BPMS in Karur Vysya Bank.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement** | **Operating System** | **Processor** | **RAM** | **Hard Disk Space** |
| ESB Production Application Server Cluster1 | AIX 7.1 Service Pack 02 | 2 core | 12 GB | 558 GB |
| ESB Production Application Server Cluster2 | AIX 7.1 Service Pack 02 | 2 core | 12 GB | 558 GB |

## Documents

The following are the list of documents supplied to the Client

1. Installation Guide for Cuecent ESB

2. User Manual for ESB Configuration

3. SRS Mapping Document for each project

4. ESB Sever Testing and Production Details

## Test Data and Test Suites

Regression testing will happen based on the changes requested by KVB and the same has been delivered by the development team to testing team and the expected functionality will not be affect the exiting required functionality and the same has been tested in case of major patch release.

## Standards and Guidelines

Standards and guidelines are followed as per BCT process asset library.

[\\192.168.0.19\kvb-amc-esb\CODE](file:///\\192.168.0.19\kvb-amc-esb\CODE)

Refer: BCT\_Java Coding Guidelines\_1.0

# Project Organization

## BCT Team

|  |  |  |
| --- | --- | --- |
| **S.No** | **Name** | **Designation** |
| 1. | Ganesh Rajagopal | Project Manager |
| 2. | Mr. Mani Murugan | Tech Lead |
| 3. | Mr.Sarath kumar | Developer |
| 4. | Mr.Divahar | Developer |
| 5 | Mrs.Kiruthika | Developer |
| 6 | Mr. Karthi | Tech Lead |

## Client Team

|  |  |  |
| --- | --- | --- |
| **S.No** | **Name** | **Designation** |
| 1. | Mr. Nallaperumal | Chief Executive |
| 2. | Mr. Saravana Ganesh | Manager - IT |
| 3. | Mrs.Mangaiargarasi | Assistant Manager – IT |
| 4. | Mr. Devakumar | Assistant Manager – IT |

Mr.Nallaperumal is the **SPOC** in KVB for Middleware Development, support and maintenance.

**Contact Details**

Karur Vysya Bank,

6th Floor, ‘D’ North, Tidel Park, Taramani,

Chennai – 600 113. Ph : 22540991, 2254099

# Approach/Methodology

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Phase** | **Activity** | **Entry** | **Validation** | **Outputs/Exit criteria** | |
| Initiation Phase | Proposal/ Contract Signed off | • Sign-off Contract | • Review of Managed Services Plan.  • Review of Proposal / Contract | • Approved Managed Services Plan.  • Signed off Proposal / Contract  • MOM of Initiation meeting | |
| Knowledge Acquisition | Knowledge Acquisition Document | • Approved Maintenance plan. | • Evaluation of Knowledge Acquisition Training.  • Verification of operational infrastructures/ environment. | • Knowledge Acquisition Document | |
| Shadow Support | NA | NA | NA | NA | |
| Transition Phase | NA | NA | NA | NA | |
| Steady State | Support for Bugs, CR and Service Requests,User Clarifications, Enhancements, Support | • Approved Managed Services Plan | • Review of Incident Request (IR) closure.  • Testing of IRs, if any.  • Review of Call Log.  • Review of PMDB/ Risk Tracker  Review of Clarification/ Issue Log  Impact analysis sheet review | • Resolved and closed Incidents  • Customer Acceptance for IR closure and/ or Release (codes/ (SQL) queries/ patches).  • Communications to the customer.  Risk Tracker/ PMDB  • Defect Log.  Clarification/ Issue Log.  • Closure of IRs. |

# Maintenance Process

## Service Requests

Anything other than source code change and script change considered as service request. Mode of communication for the service request is via mail only. Once it is received the from KVB, based on the severity the request has been fulfilled and responded to the customer.

## Bug-Fix

Bug is reported by KVB and the same has been assigned to the developer to analyze the severity. Various logs are taken from production environment as a first level analysis for identifying nature & severity of the bug. Once the bug is identified, fix will be prepared in development environment with unit testing. The modified changes will be tested by the KVB testing team in order to verify the customer expectation on the fixes and the same has been released to customer by the testing team.

## Changes

Functionality Changes and new future requested by customer considered as Changes. The CR request from KVB will receive by mail of conference call. After the discussion with customer the functionality has been arrived into the CR form.

All the CR’s will be recorded in the Change Request form. Once the CR Form approved by the customer, the requested change will be implemented and unit tested by the developer and the same have been released to testing team to do the testing against the CR raised by the customer. If the functionality meets the customer expectation the testing team will release the patches to the customer.

## Enhancement

Enhancements will consider as new project. If any enhancement requested by customer project manager will take care of the functional requirements against the enhancement. Once the requirement has been taken from customer and the same has been documented and it has to be signed off by the customer to precede the development. The project plan will be prepared by the project manager against the enhancement with the required details like effort, estimation to deliver the enhancement changes, resource allocation etc. The testing team will prepare the testing plan and test cases for the enhancement requested by customer. Developers will start the development based on the signed off functional requirement document from KVB. Once the development completed the developers will start doing the unit testing and verifying the functionality requested by KVB has been covered in the build. If all the functional expectation from customer requested the same build has to be release testing team. The testing team will do the end to end system integrated testing against the functional and nonfunctional requirements have been covered. If the entire requirement provided by customer covers and the same has been released to customer to do the user acceptance testing. The customer has to verify and acknowledge the changes requested by them are addressed in the build. If the customer expectation meets the customer has to signoff the user acceptance testing. Then the same has to be moved in to the production server.

# Acceptance Criteria

Refer Cuecent AMC Proposal FY 21.pdf

[\\192.168.0.19\kvb-amc-esb\Client\Contract](file:///\\192.168.0.19\kvb-amc-esb\Client\Contract)

# Project Software and Tools

## Development Environment

|  |  |  |
| --- | --- | --- |
| **Component** | **Specification** | **Licenses and other remarks** |
| **Software, Tools** | | |
| The application software | J2EE,JSP, Struts,BPMS 5.1.27.8 | BPMS product license with Six Months period for Development Environment |
| Software Tools for development | Eclipse ,Apache Ant 1.6.2,JDK1.5.0\_22, BPMS 5.1.27.8,IBM WebSphere 7.0.0.21, Oracle 10g Database, Oracle SQL Developer, Cuecent ebPAC |  |
| Version Control tools | Share Point Area | NA |
| Debugging/ Case tools | Eclipse | NA |
| **OS** | | |
| Operating System | Windows,AIX 7.1 Service Pack 02 | Windows for developer’s machines. AIX for testing the development |
| **Hardware** | | |
| Server | 2 Core Processors 24 GB RAM,300 GB Hard Disk Space | NA |
| Clients | Windows Desktops with 1 GB RAM | NA |
| **Networking** | | |
| Type of network and speed | 100Mbps | NA |

## Integration Environment

|  |  |  |
| --- | --- | --- |
| **Component** | **Specification** | **Licenses and other remarks** |
| **Software** | | |
| The application software | BCT Project Deliverable (J2EE standard or specify)  J2EE,JSP,Struts, BPMS 5.1.27.8 | BPMS product license with Six Months period for Integration Environment |
| **OS** | | |
| Operating System | AIX 7.1 Service Pack 02 | NA |
| **Hardware** | | |
| Server | 2 Core Processors, 12 GB RAM,558 GB Hard Disk Space separately for each cluster 1 as well as cluster 2 | NA |
| Clients |  |  |
| **Networking** | | |
| Type of network and speed | 100 Mbps | NA |

## Test Location(s)

Testing is done at onsite place. Below is the structure for the KVB client Team.

|  |  |  |  |
| --- | --- | --- | --- |
| **Module Name** | **Team Lead** | **Team Members** | **Location (Onsite / Offshore)** |
| KVB Middleware Project | Mr.Nallaperumal | 1.Mrs. Mangaiargarasi  2. Mr. Devakumar | Onsite |

## Deployment Environment

Deployment will be done at KVB’s deployment environment.

|  |  |  |
| --- | --- | --- |
| **Component** | **Specification** | **Licenses and other remarks** |
| **Software** | | |
| The application software | BCT Project Deliverable (J2EE standard or specify)  J2EE,JSP,Struts, BPMS 5.1.27.8 | BPMS product license with ten years period for deployment |
| **OS** | | |
| Operating System | AIX 7.1 Service Pack 02 |  |
| **Hardware** | | |
| Server | 2 Core Processors, 12 GB RAM,558 GB Hard Disk separately for each cluster 1 as well as cluster 2 |  |
| Clients |  |  |
| **Networking** | | |
|  | 100 Mbps | NA |

# Knowledge Acquisition Plan

## Knowledge Acquisition Procedure

[\\192.168.0.19\kvb-amc-esb\knowledge acquisition](file:///\\192.168.0.19\kvb-amc-esb\knowledge%20acquisition)

## Knowledge Acquisition Training (If Any)

[\\192.168.0.19\kvb-amc-esb\knowledge acquisition](file:///\\192.168.0.19\kvb-amc-esb\knowledge%20acquisition)

## Knowledge Acquisition Schedule

[\\192.168.0.19\kvb-amc-esb\knowledge acquisition](file:///\\192.168.0.19\kvb-amc-esb\knowledge%20acquisition)

Refer: KVB\_KT\_Calender\_1.0

## Knowledge Acquisition Acceptance Criteria

NA

# Transition Plan

NA

# Shadow Support Plan

## Shadow Support Procedure

NA

## Shadow Support Schedule

NA

## Shadow Support Acceptance Criteria

NA

# Deliverables

## Project Deliverables

| **Key Deliverables** | **Review Type (KVB / Internal)** | **Verification Method (Inspection/Peer Review/ Walk Through)** | **Reviewers** | **Sign-Off reqd.  (Yes / No)** | **Media (Hard / Soft Copy)** |
| --- | --- | --- | --- | --- | --- |
| SRS | Internal/KVB | Peer Review | PM | Yes | Soft Copy |
| Source Code | Internal | Walk Through | Technical Manager | No | Soft Copy |
| Manuals | KVB | Peer Review | PM | No | Soft Copy |
| MSP | Internal | Peer Review | PM | NO | Soft Copy |
| PMDB | Internal | Peer Review | PM | NO | Soft Copy |
| PSR (ppt) | Internal | Peer Review | PM | NO | Soft Copy |

## Customer Deliverables

|  |  |
| --- | --- |
| **Sl. No** | **Deliverable** |
| 1. | System requirements specification (SRS) if any changes |
| 2. | Project status report |
| 3. | User manuals if any changes |
| 4. | Technical manuals if any changes |
| 5. | Installation manuals if any changes |

# Resource Plan

## Staffing

|  |  |  |
| --- | --- | --- |
| **Role** | **# of Personnel Required** | **Skill** |
| Project Manger | Mr. Vijay Bhaskar | Project Management |
| Tech Lead | Divahar | Java/j2ee/BPMS Analyses at the Unit level, Development of code, Testing and Acceptance support |
| Developer | Kiruthika | Java/j2ee/BPMS Analyses at the Unit level, Development of code, Testing and Acceptance support. |

## Tools Plan

|  |  |  |  |
| --- | --- | --- | --- |
| **Tool Needed** | **Proposed Use** | **Required Date** | **Remarks** |
| Eclipse | To code | In Use | NA |
|  |  |  |  |

# Project Monitoring and Control

## Project Review Meetings

| Meetings | Agenda | Timing | Responsibility | Participants | Input | Output | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |
| Steering committee Meeting | Progress against plan  Issues summary  Change control status  Action item review  Future activities | On Demand | Executive Sponsor of KVB & Project Manager | Steering committee and Project Manager | Project Status Presentation | Minutes/Action Items | |
| Project Progress Meeting | Progress against plan  Accomplishments/Next steps  Issues summary  Change control status  Action item review | Fortnightly | Project Manager | Project Team and interfacing functions if necessary | Project Status Report | Project Status Report | |

## Risks

The risks are potential problems that may hinder the project during its progression.

Please refer below path

[\\tracker\KVB-AMC-ESB\Project Management\PMDB](//tracker/KVB-AMC-ESB/Project%20Management/PMDB)

## Issues/Problems

Issues could be raised by the team members, others in the company, onsite team or the KVB. They may or may not have impact on the project progress, on the contract signed.

Please refer below path

[\\tracker\KVB-AMC-ESB\Project Management\PMDB](//tracker/KVB-AMC-ESB/Project%20Management/PMDB)

## Escalation Mechanism

The Project Manager will bring to attention / escalate the issues using the prescribed escalation mechanism mentioned here in the managed services plan. The Project Manager will do a follow up on these issues by means of mails, meetings & conference calls. The Project Manager will take decision on escalation of the issues to the originating entity or the KVB in consultation with the Delivery Head/ Sr. Manager

|  |  |  |
| --- | --- | --- |
| **Level-1** | **Level-2** | **Level-3** |
| Mr. Divahar  Mobile no: 9841516101  Divahar.m[@bahwancybertek.com](mailto:mani.murugan@bahwancybertek.com) | Mr. Vijay Bhaskar  Mobile no:9551249549  vijaybhaskar.k@bahwancybertek.com | Mr. Shaik  +91- 9840079756  shaikg@bahwancybertek.com |

**Client Matrix:**

|  |  |
| --- | --- |
| **Level 1** |  |
| Nalla perumal- Chief Executive |  |

# Release Plan

The build will be released and deployed in the KVB Production environment by BCT consultant after the confirmation of testing done by KVB IT Team.

# Metrics

## Common Metrics

Some of the common metrics are as follows:

|  |
| --- |
| Planned Vs Actual Effort (CR) |
| Process Compliance Index (%) |
| Resource Utilization (%) |
| Planned Vs Actual Effort, SLA Adherence(%),Mean Time To Resolve (Bugs) |
| Planned Vs Actual Effort, SLA Adherence(%),Mean Time To Resolve (Service Request) |
| Planned Vs Actual Effort, SLA Adherence(%),Mean Time To Resolve (User Clarification) |
| Planned Vs Actual Effort, SLA Adherence(%),Mean Time To Resolve (support) |

# Stakeholder Involvement

## Stakeholder Involvement Plan

* Relevant stakeholders are identified and they are involved in the planning activities of a project.
* General stakeholders are those who are directly or indirectly affected by the project. They may not be a part of planning activities

## External Stakeholder – Phase Matrix

|  |  |  |
| --- | --- | --- |
| **Phase** | **Stakeholders** | **Types of Interaction** |
| Steady State Phase | Nallaperumal | Project Progress Meetings |

## Internal Stakeholders – Phase Matrix

|  |  |  |
| --- | --- | --- |
| **S No** | **Stakeholder Name** | **Involvement** |
| 1 | QA group | Consulted  (For process related activities, audit related queries)  Supportive  (For process compliance activities) |
| 2 | SS Group | Supportive  (Support) |
| 3 | HR Group | Supportive  (For any visa related activities, if required) |
| 4 | Finance/ Admin | Supportive - Admin  (For l workspace environment)  Accountable - Finance |
| 5 | Training Group | Supportive - Process/ Project Training |

# Configuration Management Plan

The CM Plan describes the allocation of responsibility, authority and policy as it relates to CM activities, the organizations and individuals within the project structure.

## CI & NCI List

NCI list will have all documents with date and without version number

[\\192.168.0.19\kvb-amc-esb\Configuration Management\CI & NCIList](//192.168.0.19/kvb-amc-esb/Configuration%20Management/CI%20&%20NCIList)

## Folder Structure

[\\tracker\KVB-AMC-ESB\Configuration Management\Folder Structure](//tracker/KVB-AMC-ESB/Configuration%20Management/Folder%20Structure)

**CSR:**

CSR: will have all requirement and design documents. Old documents will be mentioned as obsolete and all new documents will be mentioned as current.

[\\192.168.0.19\kvb-amc-esb\Configuration Management\Configuration Status Accounting](file:///\\192.168.0.19\kvb-amc-esb\Configuration%20Management\Configuration%20Status%20Accounting)

## Back Up Plan

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Items** | **Responsibility** | **Frequency** | **Tools** | **Media** |
| Project folder | Taken By KVB | Monthly | NA | NA |

## Access Rights

[\\tracker\KVB-AMC-ESB\Configuration Management\Folder Structure](//tracker/KVB-AMC-ESB/Configuration%20Management/Folder%20Structure)

# Training Plan

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Training Need** | **Training Methodology** | **Training Waiver Required**  **(Yes / No)** | **Reasons for Waiver** | **Target Date** | **Status** |
| 1 | Configuration Management | Lecture | No | NA | 1-Jul-16 | Closed |
| 2 | Project management | Lecture | No | NA | 1-Jul-16 | Closed |
| 3 | Knowledge Acquisition Elicitation | Lecture | No | NA | 1-Jul-16 | Closed |
| 4 | Estimation | Lecture | No | NA | 1-Jul-16 | Closed |
| 5 | Design | Lecture | No | NA | 1-Jul-16 | Closed |

# DAR Plan

NA

# Quality Plan

Quality Assurance activities and Technical Review activities will be carried out as per the plan of the project.

* + The work product audits, configuration audits will be conducted.
  + Facilitation can be carried out
  + Technical review for all the artifacts produced by the team will be reviewed as necessary

# Other Project Plans

NA

# Project Specific Tailoring

NA

# Project Monitoring & Control

## Project Status/ Review Meetings

* **Project Status meetings (Monthly)**

Project status meetings conducted by the Project Manager and attended by the entire Project team. The Project Manager keeps minutes of meetings. The actions will be discussed for resolution during subsequent meetings.

* **Event Driven or Milestones Review meetings – On demand basis**

Meetings conducted on occurrence of a specific event or events. This type of review is useful for analyzing the project before and after that particular event.

## Status reports to onsite team / client

[\\192.168.0.19\kvb-amc-esb\Project Management\Project Status\PSR](file:///\\192.168.0.19\kvb-amc-esb\Project%20Management\Project%20Status\PSR)