

Agenda

Date: 23rd May 2017

Session	Time (IST)	Anchor	Key Focus Area
Welcome	10.00 AM – 10:15 AM	CG Team	
Agenda Review	10.15 AM – 10.30 AM	Claude / Mike Orr	<ul style="list-style-type: none"> • Sync agenda to expectations
Service Delivery Model for Lattice	10.30 AM – 11.00 AM	CG Apps Team	<ul style="list-style-type: none"> • Introduction of Onsite/ Offshore Service Delivery Manager • Service Delivery Approach for Lattice
Transition Methodology	11:00 AM – 11:45 AM	CG Transition team	<ul style="list-style-type: none"> • Transition Methodology, KT, Shadow support, Primary support
Day in the life of application support	11.45 AM – 12.30 PM	CG Apps Team	<ul style="list-style-type: none"> • Life of a ticket • Handling different ticket priorities
Lunch	12.30 PM – 01.30 PM		
Infra Discussion	1:30 PM - 3:30 PM (Track 1)	CG Infra team	<ul style="list-style-type: none"> • Infra discussion with Abraham and Mahindra in separate Conf room
ERP Team- Finance, O2C, P2P, MFG, Planning, GTM, Costing, ICA, SOA, Apps DBA, Tech	1.30 PM –2.30 PM (Track 2)	CG ERP Team	<ul style="list-style-type: none"> • CG Team Member Introduction • Team Understanding of Lattice Footprint
CRM Team- OSC, CPQ,OBIEE & SPM	02.30 PM – 03.00 PM	CG CRM Team	<ul style="list-style-type: none"> • CG Team Member Introduction • Team Understanding of Lattice Footprint
Break	03.00 PM – 03.15 PM		
Floor Walk	03.15 PM - 04.15 PM	CG Apps Team	<ul style="list-style-type: none"> • Meet Apps support team for another customer of CG
Other Apps Team – Azerity, Bartender, CLM Matrix, Triniti, Spark, Tableau, Agile PLM, Bizlink	04.15 PM – 04.45 PM	CG apps Team	<ul style="list-style-type: none"> • Team Member Introduction • Team Understanding of Lattice Footprint
Competency Management	04.45 PM - 05.15 PM	CG Competency Team	<ul style="list-style-type: none"> • Competency Management discussion
Tools	05:15 PM – 05:45 PM	CG Apps Team	
Sync up with Shahab + wrap up	06.00 PM - 06.30 PM	Lattice and CG Team	<ul style="list-style-type: none"> • Sync up call with Shahab M – Audio Call
Dinner	07:30 PM – 09:30 PM		

Date: 24th May 2014

Session	Time (IST)	Anchor	Key Focus Area
Refresher on Agenda	09.00 AM – 09.15 AM		<ul style="list-style-type: none">• Sync agenda to expectations
Cyber Security	09.15 AM – 10.30 AM	Cyber Security Team	<ul style="list-style-type: none">• Cyber Security discussion
Tea Break	10.30 AM – 10.45 AM		
Feedback & Next Steps	10.45 AM – 11.15 AM	CG and Lattice Team	<ul style="list-style-type: none">• Discussion on Lattice feedback and next steps
Wrap Up	11.15 AM – 11.30 AM	CG Apps team	<ul style="list-style-type: none">• Wrap Up Day2
Lunch	11.30 AM – 12.15 PM		