**Project Plan**

PRJ-TP005, Ver 2.1

Customer: ATT

Project Code: 33373

Project Name: Digital\_SQEM\_Consumer\_T&M

**Version History**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Version No** | **Date** | **Prepared By** | **Reviewed By** | **Approved By** | **Reason and Nature of Change** |
| 0.1 | 09/27/2016 | Saroj Nayak | Ravindra Joshi | Ravindra Joshi | Initial draft (for converting to TechM managed project) |
| 1.0 | 12/13/2016 | Saroj Nayak | Sandeep Malik | Ravindra Joshi | First Baseline Version |
| 1.1 | 03/15/2017 | Suryanarayana M | Sandeep Malik | Sankar Vedantam | Added sales related information. |
| 1.2 | 04/12/2017 | Suryanarayana M | Sandeep Malik | Sankar Vedantam | Formatting and cosmetic changes and updated the embedded documents. |
| 1.3 | 09/22/2017 | Suryanarayana M | Sandeep Malik | Sankar Vedantam | Updated project plan to provide reference to SMP and remove items that are not applicable. |
| 1.4 | 12/18/2017 | Suryanarayana M | Sankar Vedantam | Sankar Vedantam | Updated org. chart |
| 2.0 | 07/04/2018 | Suryanarayana M | Sankar Vedantam | Sankar Vedantam | Change in contract details (for converting in to time & material model) |
| 2.1 | 10/04/2018 | Suryanarayana M | Sankar Vedantam | Sankar Vedantam | Updated org chart , escalation model, work location |



Sharda Centre, Off Karve Road, Erandwane,

Pune, Maharashtra, India 411004

www.techmahindra.com

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# Project Overview

## Project Introduction

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Customer Information** | | | | |
| Customer Organization Name: | SQEM DET | | | |
| Customer Geography: | 2180 N Glenville Dr., Richardson, TX 75082,  3400 W Plano Pkwy Plano, TX 75075 and  1125 E Campbell Rd, Richardson, TX 75081 | | | |
| Customer Domain | IT, Problem Management, Quality Control, Operation Management | | | |
| Customer Contact Person: | Edward J Dunn | | Customer Contact Person’s Email: | (972) 658-8941 ed2129@att.com |
| **Project Information** | | | | |
| Planned Start Date: | | 01.07.2018 | Planned End Date: | 31.12.2021 |

This project plan is based upon the Order 12422.W.075 For Development and Support for AT&T Digital Applications Between Tech Mahindra Limited And AT&T Services, Inc.

Known as SOW.

## Project Description

### Project Background

Digital\_SQEM\_Consumer\_T&M SQEM PMT team is responsible for problem management activities by effective triaging and Quality Control of AT&T digital applications.

## Project Scope

The project has been established for ensuring the intake of production issues logged in TDP/Jira/AOTS/SP/Clarify for Services (myATT Services, DSS, OPSS and eSupport) and sales (myATT Sales, Mobility digital sales, Entertainment digital sales and Order capture Engine) - areas and tracking of the same to resolution. It also takes care of good customer experience of above said digital applications by quality assurance & control and ensures application quality index.

### In-Scope

Refer SOW section 2 “SCOPE OF SERVICES”

### Out of Scope

Any activity not covered in 1.3.1 above example: code fixes, Production Validation Testing, Integration Testing, User Acceptance Testing etc.

## Project Objectives

|  |
| --- |
| ATT Objectives |
| * To ensure that the defects are triaged and analysed and assigned to the right team to be fixed on priority thus reduce the overall backlog. * To achieve 90% defect triaging for all defects after it is reported in the ticketing tools with following SLA.   Severity 1 (Showstopper / Business Critical): 12 hours  Severity 1 (High): 12 hours  Severity 2: 10 days  Severity 3: 20 days   * To have stable application & improve end customer experience. * To ensure AQI (Application Quality Index) |
| TechM Objectives |
| * To help the customer in reducing the defect backlog with effective triaging and supporting root cause analysis of the critical and severe tickets and with proper assignment to teams. * To give the end customer a better customer experience by ensuring that the defects are triaged within the SLA time frame. * To give stable application to end user by quality assurance & quality control activities. * To maintain application quality index above predefined SLA. |

## Project Acceptance Criteria

Refer SOW section 2 “SCOPE OF SERVICES”

90% issues should be triaged by PMT as per the below SLA

|  |  |
| --- | --- |
| **Description** | **SLA** |
| **(Target number of days for PMT)** |
| Defects - Sev - 1 | 12 hours |
| Defects - Sev - 2 | 0-10 days |
| Defects - Sev - 3 | 0-20 days |

PMT team also need to contribute for improving application quality index by early resolution of production defects & Process improvements.

## Project Estimates

Refer SOW section 2 “SCOPE OF SERVICES”

## Inputs Received

|  |  |  |  |
| --- | --- | --- | --- |
| **Inputs** | **Applicable (Yes/No)** | **If Yes, Provide Reference to Documents** | **Frequency of Review** |
| Request For Proposal (RFP) | No |  |  |
| Proposal | No |  |  |
| Contract / SOW / LOI | TML205955 | Program level contract exists and none at project level |  |
| Feasibility Study Documents | No |  |  |
| Customer Supplied Documents (if any) | No |  |  |
| (not sure if we get program plan by this time) | No |  |  |
| (not sure if we get these documents by that time) | No |  |  |
| Technical Solution documents prepared by Pre-sales team | No |  |  |

# Project’s Organization

## Organization Chart

Project Organization Structure – TechM SQEM Org Structure

# Tailoring / Deviations

## Tailoring

| **Process requiring Tailor** | **Risks Anticipated by Process Tailoring, If Any** | **Mitigation Plan for Anticipated Risk** |
| --- | --- | --- |
| *None* | *None* |  |
|  |  |  |
|  |  |  |

## Deviation

| **Description of Process Deviation** | **Risks Anticipated by Process Deviation, If Any** | **Mitigation Plan for Anticipated Risk** |
| --- | --- | --- |
| *None* | *None* |  |
|  |  |  |
|  |  |  |

# Interface with Support Groups

Below are the details of the support groups whom the PM can reach for smooth execution of the project. The table below details the group name and their respective responsibilities

| Group | Support Provided | Type of Review | Review Frequency |
| --- | --- | --- | --- |
| Technical Learning Services (TLS) | * Arrange for training requirements for the project | Required Skillset | Quarterly |
| Technical Infrastructure Management (TIM) | * Provide hardware/system software/ operations support for the project * Handle problems related to hardware and other standard software | Required hardware & software logistics | As & when needed |
| Resource Management Group (RMG) | * Allocate the manpower with required skills for the project | Skilled Manpower | As & when needed |
| Corporate Service (CS) | * Provide physical infrastructure in terms of seating etc. |  |  |
| QWAY | * Provide support for BMS implementation in project * Review the Project Plan * Participate in PMRs * Plan internal/ external audits for the project * Provide support for ‘Process Improvement Initiatives’ in a project |  |  |
| Information Security Group (ISG) | * Provide support for implementation of security practices in the project * Help projects in Business Continuity Planning (BCP) and Disaster Recovery (DR) |  |  |
| Finance | * Provide Bid Approval ID/ Quote No / Finance approval at the beginning of the project * Raise invoices based on RUS and Milestone for T&M and FP projects respectively. * Review Proposal / Bid amount, margin and provide approval. |  |  |
| Centre of Excellence (CoE) | * Provide required resources and knowledge for the project |  |  |
| Vertical Solutions | * Understand the project domain and provide consultation |  |  |

# Project Environment

|  |  |  |
| --- | --- | --- |
| **Hardware Environment** | **Software Environment** | **Tools** |
| The minimum desktop configuration required for supporting are Intel i5, 8GB RAM and 500 GB of hard disk space. | The software environment defined here is only the desktop which is required for the usage of team and that comprises of the default software, Access to HVD. | PACE applications, QSPACE, VISA, Time tracker, CMPM etc. |

| **Phase/Activity** | **Tools** |
| --- | --- |
| Configuration Management | NA |
| Unit testing | NA |
| Build | NA |
| Integration | NA |
| Secure Code Review | NA |
| Test Automation | NA |
| Performance Testing | NA |
| Security Testing | NA |
| Defect Tracking | TDP, JIRA, Share Point, Clarify & AOTS |
| Design | NA |
| Timesheet | PACE-HR, CMPM |
| PMR / QG / IQA / PHR | QSPACE |
| Risk Management | QSPACE- Risk Management Tool |
| Quality Control Management | Trend Analysis |
| Design | NA |
| Production session | IDSS, Tealeaf |
| Logs Analysis | Splunk |

# Managerial Process

## Risks and Issue Management

### Risks

* This is customer managed T&M project and risks are tracked as part of regular review forum with customer.
* As part of Risk Management Process following steps should be done
  + - Risk Identification
    - Risk Analysis Prioritization/ Quantification
    - Risk Response / Planning
    - Risk Tracking/Monitoring

### Issues

* This is customer managed T&M project and issues are tracked as part of regular review forum with customer.

## Assumptions, Dependencies and Constraints

Refer SOW Exhibit A section 4

## Escalation Plan

The escalation path used by TechM is:

8

Hours

**Team Member/ Team Leader**

**Project Manager**

**Group Head**

**IBU Head (TechM)**

8

Hours

8

Hours

The escalation path used to escalate issues to customer is:

8

Hours

**Team Member**

**Project Manager**

**Onsite Coordinator/ Account Manager**

**(With Cc to GH) GH/Program Manager)**

**Director (Customer)**

8

Hours

16

Hours

The escalation path to be used by customer for escalation of issue in TechM is:

8

Hours

TD/ Sr. TD

**Group Head / Project Manager**

**Onsite Coordinator/ Account Manager**

**IBU Head (TechM)**

8

Hours

16

Hours

## Resource Plan

Refer SOW section 2 “SCOPE OF SERVICES”

## Training Plan

Refer SOW section 10 SPECIAL AND/OR ADDITIONAL ORDER PROVISIONS

## Project Tracking and Reporting

### Reviews

* This is customer managed T&M project and issues are tracked as part of regular review forum with customer.

### Project Status Reporting

| **S. No.** | **Mechanism / Report** | **Recipient** | **Frequency** | **Remarks** |
| --- | --- | --- | --- | --- |
| 1 | Project Health Report (Red Amber Green Report) using QSPACE | Program Manager and Above | Weekly | Mandatory |
| 2 | Resource Utilization Sheet (RUS) | Finance | Monthly |  |
| 3 | Customer Feedback | Program Manager, Peer Program Manager & QWAY Representative | Six Monthly | Mandatory |

### Defect Prevention

Team supports Development function in defect RCA and provides suggestions for better tracking. Trend analysis & designing plans for process & quality improvement.

# Quality management Plan

## Plan Measures

| S. No. | Data | Data Source | When | Responsibility for Data Collection |
| --- | --- | --- | --- | --- |
| 1 | No. of defects analyzed by PMT team | JIRA/HP ALM/AOTS/SP/TDP/ Clarify | Monthly | Quality Control Analyst/ PM/Leads |
| 2 | No. Of defects returned by Dev to PMT | QC/JIRA/Mails/TDP | Ongoing | Quality Control Analyst/ PM/Leads |

## Project Goals

| **Project Goals for Quality and Process Performance** | **Metric(s)** | | **Unit of Measure** | **Specification Limits** | | | **Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Target** | **USL** | **LSL** |
| Time sheet reporting in PACE HR & CMPM | Time Spent | | % | 100 | 100 | 100 |  |
| SLA Adherence | | Time for Triaging | % | 90 | 100 | 95 | Source: SOW.  SLA Reports generated from project CSL data. |

## Plan For Meeting Project Goals – High Maturity Practice

Follow the GOALS identified and recorded in iDEAS (CSAT, Automation, People Engagement and Development, Accountability etc.)

## Tracking and Analysis

The project performance would be monitored on monthly basis to determine whether the project’s goals are met and corrective action are identified (if needed).

* SLAs are being tracked by Customer on monthly basis.

## Operating metrics

Refer SOW section 2 “SCOPE OF SERVICES”

# Customer Supplied Processes

* NA

# Configuration Management Plan (CMP)

As per SOW

# Asset Management and Business CONTINUITY PLAN

As per SOW

# Supplier Management Plan

Refer SOW until a separate SMP is prepared

# Operational Process

Refer SOW

# Updates to PRoject Plan

PROJECT PLAN and the other related plans will be updated in following circumstances:

* When the project activities are not being carried out as per the plan and corrective action needs to be taken
* Change in the scope of the work and other commitments
* To incorporate any high risk findings
* To incorporate intermediate closure findings
* To incorporate SQA Review or audit findings
* To change the Project’s operational process based on the defect prevention measures / process improvements introduced

The Project Plan document will be updated only on ‘major’ events as defined above. The minor changes are collated in an excel sheet until they are updated in this main plan.

# Glossary

|  |  |
| --- | --- |
| Abbreviation | Definition |
| BCP | Business Continuity Plan |
| BMS | Business Management System |
| DR | Disaster Recovery |
| FTE | Full Time Employee |
| PGM | Program Manager |
| PL | Project Leader |
| PM | Project Manager |
| PMR | Project Management Review |
| PP | Project Plan |
| QWAY | Quality Management Group |
| SLN | Service Level Norm |
| SOW | Statement of Work |
| SQA | Software Quality Analyst |
| TechM | Tech Mahindra |
| VV&T | Verification, Validation, and Testing |
| DP | Defect Prevention |
| RCA | Root Cause Analysis |
| RCPI | Root Cause Analysis and Process Improvement |
| AQI | Application Quality Index |

# Annexure A – Roles and Responsibilities

| Role | Responsibilities |
| --- | --- |
| Customer Representative / Client Partner | * Approve contractual documents such as SOW, Quote, Service Catalogue, or Task Order * Resolution of customer related issues * Review project status * Answer project queries and issues on time * Arrange timely delivery of project receivables * Provide timely Sign off on project deliverables * Arrange adequate access rights to customer environment for project team members |
| Delivery Manager | * Ensure seamless delivery of projects. * Ensure that projects have required number of resources and they are adequately trained. * Ensure that projects are achieving desired level of customer satisfaction. * Ensure that projects are maintaining process quality by adhering to BMS processes. * Participate in Pre-sales related activities. |
| Program Manager/ Offshore Delivery Manager | * Review and approve Project Plan (PP) * Review project status * Ensure customer satisfaction & Build a long term relationship with customer * Resolve project issues * Ensure project execution profitability * Approve contractual Deliveries * Ensure project execution as per Business Management System (BMS) * Conduct Project Management Review (PMR) meetings * Ensure coordination and integration of onsite and offshore teams |
| Customer Delivery Manager (CDM) | * Customer Relationship Management (CRM) * Following invoicing * Participate in Project Review meetings |
| Onsite Coordinator | * Help in liaison with customer * Ensure timely delivery of receivables * Arrange required training for onsite team members * Obtain acceptance of deliverables * Ensure that TechM BMS is followed by the onsite project team |
| Project Manager (PM) | * Prepare and maintain Project Plan * Execute project as per TechM BMS and approved PP * Ensure that a copy of SOW/Contract/Letter of Intent (LOI)/Task Order and Commitment Review form is available. * Review or ensure review of project receivables * Perform proactive risk management * Establish the project organization and provide technical induction to all team members covering a brief profile of the customer * Ensure that the resources are managed effectively and efficiently * Arrange for additional training, if requisite skills are not available * Monitor and report on project progress to management using status reports and PMR meetings * Resolve or escalate all issues as per escalation plan * Ensure acceptance of deliverables from the customer * Manage and facilitate communication related to the project with customer * Manage expectations of project team members and customer * Liaise with support groups * Submit project metrics to Quality Management Group (QWAY) * Participate in Audit Review meetings * To plan and review for Product Quality activities |
| Project Leader (PL) | * Induct team members to the project * Review receivables * Identify and collate customer requirements * Schedule and monitor the task assignment to the team * Prepare project deliverables * Conduct team meetings * Participate in project review meetings and audits * Follow and demonstrate implementation as per BMS and PP * Approve test plans and source code * Identification of DP Team * Identification of strategy / actions * Monitoring DP goals * Ensure DP meetings are happening as planned * Identifying what are the critical products requirements that need product check. |
| Project Team Members | * Study and understand the planning documents * Carryout assigned technical tasks as per the project schedule * Participate in peer reviews * Report progress/problems to PM or PL * Help fellow team members on technical issues * Follow BMS processes * Project team to use guidelines on Application security |
| Quality Control Analyst | * Gathering & Analysing the defect trend data, defect triggering points and information on problems or procedures. * Assist in the preparation of the Quality Plan for each project * Assist the product managers and related stakeholders in the development of test procedures or whatever is needed to complete the preparation of Quality Control procedures. * Review and audit the Quality Control procedures on a regular basis to ensure that they will actually trap any variance between documented requirements and the final products or services. * Conduct additional audits or QC reviews by demand of the project manager or because of an event driven cause * Document all reviews and audits performed * Application Quality Index (AQI) tracking and reporting |
| Software Quality Analyst (SQA) | * Review critical work products as identified in PP * Carry out final inspection * Carry out physical configuration audits * Participate in relevant project meetings * Report project’s status and findings of SQA activities to Program Manager |
| Quality Consultant (QC) | * Perform process SQA * Facilitate project in implementing and improving processes * Ensure conduct of Internal audit |