Project Governance Plan

ADA\_AMS Transformation Project 45006

ADA

REVISION HISTORY

|  |  |  |  |
| --- | --- | --- | --- |
| VERSION | DATE | AUTHOR | CHaNGES |
| 0.1 | 21-Jun-2022 | Divya Prakash | First draft version |
| 0.2 | 30-Jun-2022 | Divya Prakash | Scope, Invoice and other sections based on review with John, Mridul and Saahithi |
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**INSTRUCTIONS: Delete this section before sharing with the client!**

***All text in red is guiding commentaries for creating the PGP and needs to be deleted before publishing the PGP (not to be included in PGP).***

All the text in black font needs to be retained while creating the PGP. The Engagement Manager needs to review the black text and confirm that it is valid for the project. Changes need to be applied to meet the specifics of the project.

All text highlighted in yellow is sample text. These items can be used as guidance but will likely need to be changed or augmented to meet the needs of the project.

You can do a global change on [ADA] to replace it with your client’s name. Make sure to include the brackets and to perform this action with “Match Case” turned on.

Do not delete any sections. If the particular section is not applicable to a project, use the verbiage “This is not applicable for this project.” This indicates that you have considered the section and determined that it does not apply.

# Project Governance Plan Overview

## Document Scope and Objectives

The Engagement Governance Plan (EGP) provides a high-level view of the AMS Transformation Engagement (“Engagement”). This document details the basic processes of the BLUEPRINT and BUILD phases of the Engagement. The BUILD Phase follows the BLUEPRINT Phase.

**Project Governance Plan Objectives**

The objectives of the Project Governance Plan are as follows:

* To give confidence in the quality of the work that Capgemini USA will perform on the project.
* To define rights and obligations in relation to quality.
* To make visible all the means to be applied in meeting technical and quality requirements.
* To provide the quality authority with information necessary to organize quality assurance and quality control activities, including transfer of information, verification actions, etc.
* To identify all the components to be used in the project; procedures, rules and applicable methods, etc.

This Project Governance Plan provides a high-level view of the **ADA\_AMS Transformation** project. It details the scope, objectives and overall approach for planning, designing, developing and implementing the solution for .

The Project Governance Plan provides for a common understanding between all project participants, helps manage expectations, and becomes the standard against which changes and deviations to process or product are identified and formally managed.

**Project Governance Plan Scope**

The Project Governance Plan covers the processes, means, and personnel for the following domains:

* Planning activities (project plan, effort, delivery dates, etc.)
* Production activities (writing of a document, producing software, modeling, etc.)
* Management activities (project management, preparation of reviews, training, installing tools, configuration management, etc.)
* Verification and validation activities (reviews, compliance checks, test by sampling, etc.)

## Document Control

|  |  |
| --- | --- |
| PGP Development Activity | Responsible |
| DEFINE THE MODEL | Engagement Manager: John Raams |
| Define contents of section 3 | Team Leader 1: Mridul Pokhriyal |
| Define contents of sections 4.1 to 4.10 | Team Leader 2: Divya Prakash |
| Define contents of remaining sections | Engagement Manager: John Raams |
| Produce initial version | Documentation Specialist: Divya Prakash |
| Update the Project Governance Plan | Engagement Manager: John Raams |

The Project Governance Plan is approved by the Capgemini USA Regional Delivery Manager (RDM).

**Approval of the Project Governance Plan**

|  |  |
| --- | --- |
| **PGP Approval Activity** | **Responsible** |
| Review PGP | Capgemini RDM/fusionSpan/ADA |
| Update the Project Governance Plan from review results (If Needed) | Capgemini Engagement Manager |
| Approve the PGP | Capgemini RDM |

**Updating the Project Governance Plan**

As the Project Governance Plan contains elements that should not vary with time, only exceptional events (modification of the contract, deviations to the Project Governance Plan due to impossible application of its requirements, new production conditions, etc.) are grounds for modification of the Project Governance Plan.

The PGP is placed under change control once approved. Any change to the PGP after it is approved will follow the Change Control procedure. See the Change Control Section.

# Project Overview

## Project Description

The ADA is moving away from Aptify as its Association Management Software (AMS).

Salesforce (CRM) and Fonteva (AMS) have been chosen as the replacement.

The ADA is working with Capgemini and fusionSpan to implement the new solution.

## Project Objectives

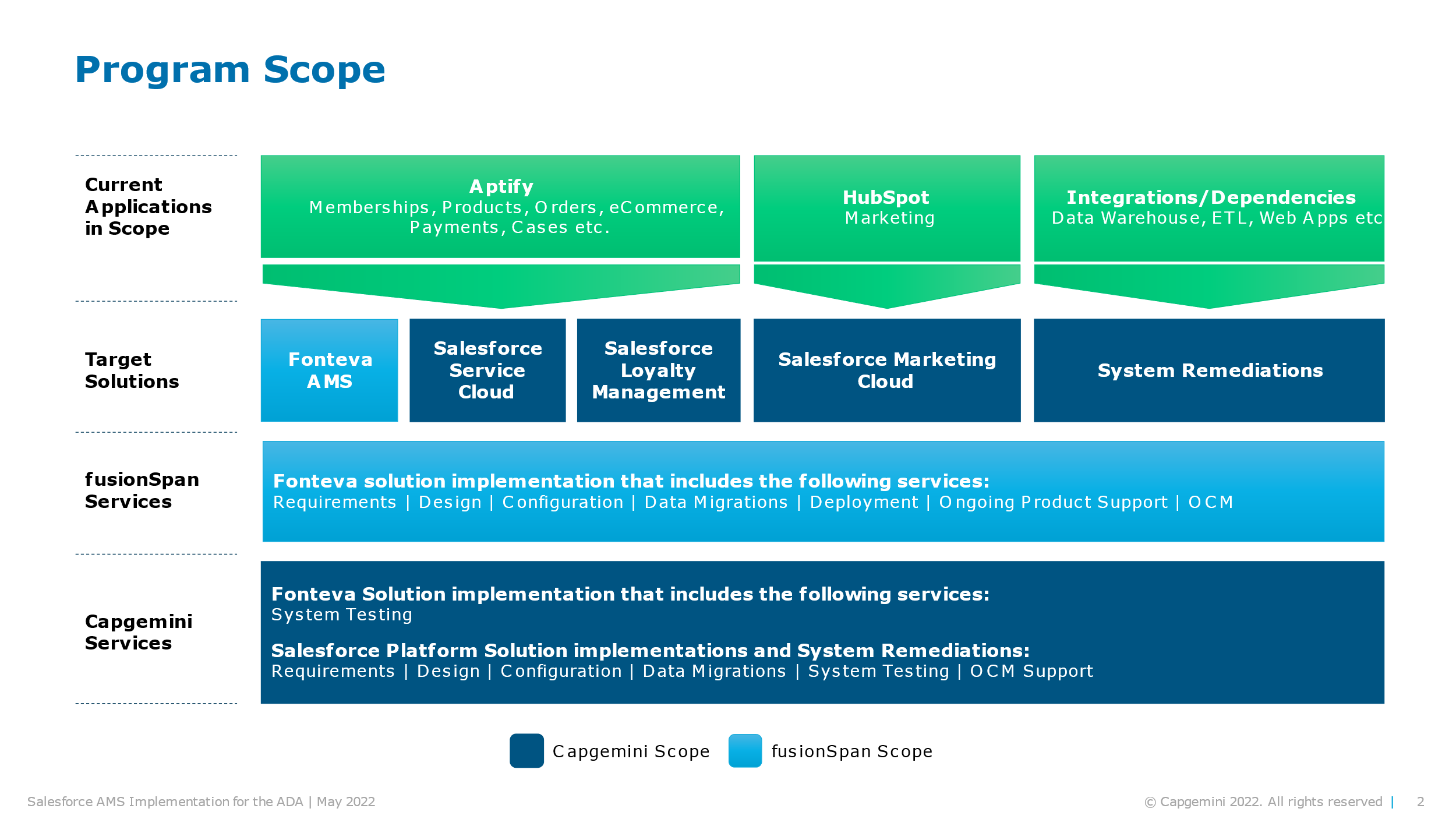
Configure and implement Salesforce and Fonteva with few customizations to provide a single solution for the Tripartite.

Smoothly transition to new business processes through engagement, user onboarding and training support.

Leverage CRM functionality to enhance the service, support, commerce, collaboration and communication capabilities for ADA’s workforce and members.

## Project Scope

Below mentioned is the scope at program level that includes Capgemini and fusionSpan scope of work



**Capgemini scope as per SOW:**

Functionality In Scope

The following components are the high-level functional scope for this engagement. The blueprint phase will define the final baseline functionality and scope for implementation.

|  |  |
| --- | --- |
| **Component** | **High level description** |
| Service Cloud | • Implement Salesforce Service Cloud Case Management in Salesforce AMS org.  • Perform onetime data migration from Aptify Case entities to Salesforce Service Cloud  Objects  • Integrate Service Cloud with AMS implementation on Salesforce  • Implement and configure Service Cloud out-of-box features |
| Loyalty Cloud | • Implement, configure, and customize, as needed, Salesforce Loyalty Cloud  • Integrate Loyalty Cloud with AMS Solution |
| Marketing  Cloud | • Salesforce Marketing Cloud to enable transactional as well as marketing driven  communication.  • Implement and configure Marketing Cloud out-of-box features. |
| Integrations | Rebuild/consolidate/improve ADA’s current Aptify integrations both upstream and downstream  to AMS system for implementation of the Salesforce scope. Below are the Integrations in scope  for remediation.  • PBD  • Smart practice  • SSO  o SSO for those organizations that are not using branded web templates  o SSO for those organizations that are using branded web templates  • SSO and custom APIs  o Tizra  o CAQH  o ADA.org  o ADA Practice Transition  • Find a dentist  • ADA Data Warehouse  • HighRoad Solutions  • Hubspot  • Avalara  • APIs for third vendor  o Tripbuilder media  o Georgia dental association  o Colorado APIs—still in test environment  • Absorb LMS  • Google analytics |
| Migrations | • Data migration to enable comprehensive data integrity from current Aptify source system to Salesforce for Service Cloud, and Marketing Cloud |

**Services In Scope**

The AMS transformation program will be structured around two phases, Blueprint and Build. Each phase will comprise multiple workstreams as listed below:

• Program Management

• Project Management

• Salesforce Implementation for Service Cloud, Loyalty Cloud & Marketing Cloud

• Data Integration

• Testing

• System Integration

• Organizational Change Management support services

Each of the phases will be executed using Agile Scrum Methodology. Please refer to Section 1.3 for details on Delivery

Methods and Agile-based execution.

Below are the services and activities that will be in scope for each of these phases by workstream and roles:

**BLUEPRINT PHASE**

**Program Management**

The Program Management stream focuses on coordinating activities across three organizations:

• Capgemini team

• ISV Partner (Independent Software Vendor)

• Client

During the first week of the engagement, each organization will identify and assign a single point of contact to work within the Program Management stream.

Capgemini will perform the following services as part of Program Management

• Establish steering committee consisting of each organization’s single point of contact

• Publish role expectations for members of the steering committee

• Establish program governance processes

o Status Reporting (template, consolidated reporting, and status meeting)

o Risks Issues Actions Decisions (“RAID”) Log

Define the type of RAID items to log and report at program level vs project level

o Program Change Management

Process for requesting scope change and impact assessment across the program

o Schedule Management and Reporting

Creation of a consolidated master schedule and level of data required

Process for communicating schedule updates and possible impacts

• Establish weekly program level governance meeting

o Participants are the members of the steering

o Define meeting time, agenda, and format

• Document the agreed upon processes and controls

**Project Management**

The Project Management stream focuses on Capgemini’s governance of its team and scope – not the program.

Capgemini will perform the following services as part of Project Management:

• Establish project governance processes and controls o Schedule management and reporting

o Backlog story grooming and prioritization

o Define definition of done

o Define definition of ready

o Communication plan consisting of planned meetings and status reporting

o Project Change Management

o Deliverable Acceptance process

• Identify, per ADA designation, ADA stakeholders for Capgemini in scope activities

**Salesforce**

• Define program vision statement, solution vision, and solution roadmap

• Define user roles

• Create high-level technical architecture

• Create plan for data migration for Salesforce Service Cloud, Loyalty and Marketing Cloud

• Create proofs of concept as needed

• Develop complete Product Backlog for the workstream at the epic and feature level

• Develop Sprint Backlog, complete with estimated user stories, for at least 3 sprints before exiting this phase

• Start to gather and document requirements and iteratively create and refine personas, journey maps, empathy maps, process maps, epics, features, and user stories

**Data**

• Develop logical design to extend existing ADA Data Warehouse to add/remediate for Salesforce data

• Develop design of the semantic data layer

• Create an inventory of data integrations, ETLs and reports

• Develop roadmap and approach to implement the target data architecture

• Develop complete Product Backlog for the workstream at the epic and feature level

• Develop Sprint Backlog, complete with estimated user stories, for at least 3 sprints before exiting this phase

**Testing**

• Define high-level requirements for functional and non-functional testing

• Define test strategy and plan for in scope functionality

**System Integration**

• Create integration architecture for in scope integrations

• Create high-level technical architecture for integrations

• Develop complete Product Backlog for the workstream at the epic and feature level

• Develop Sprint Backlog, complete with estimated user stories, for at least 3 sprints before exiting this phase

**Organizational Change Management**

• Assess communication and training requirements for Capgemini scope

**Budget and Schedule Reconciliation against Scope**

• Upon completion of the Blueprint Phase, ADA will have identified the full scope, at epic and feature level, and approach for this engagement. This functional scope becomes the agreed upon baseline for implementation. All future change management after the Blueprint Phase will be based on this agreed upon scope. Capgemini will re- estimate the effort and timeline based on this final scope and provide Client with a reconciliation on the schedule

and budget if different than this SOW.

• Client and Capgemini must mutually agree to the reconciliation and final Build Phase scope in order to move past

the Blueprint Phase and start the Build Phase. Upon mutual agreement, Client has two options with this data:

o Adjust the scope, priority, and complexity to fit within the agreed upon schedule and budget, or,

o Execute a change request to this SOW to revise the scope, schedule, and budget, or

o Terminate the process at no additional expense to ADA.

**BUILD PHASE**

The following activities will be based on the scope agreed upon by the parties in the Blueprint Phase:

**Program Management**

• Execute Program Management processes and governance defined during Blueprint Phase

**Project Management**

• Execute Project Management processes and governance defined during Blueprint Phase

**Requirements Management**

• Conduct detailed requirement gathering sessions for functional and non-functional scope

• Build user stories with detailed acceptance criteria

• Assist Client Product Owner with grooming of Product Backlog

• Create Functional Requirements documentation (FRD)

**Design**

• Create, review, and finalize technical architecture for Capgemini in scope functionality.

**Develop**

• Configure/Code and unit test identified in scope functionality

• Perform defect resolution for logged defects associated to code created by Capgemini

• Document development environment setup procedure

• Provide knowledge transfer for Client IT team by:

o Conduct regular in-Sprint code walk-throughs

o Review design documentation with Client technical SMEs

• Migrate Data for Salesforce Service Cloud, Loyalty and Marketing Cloud

**Test**

• Create manual functional test cases

• Execute manual functional test cases and log defects

• Re-test resolved defects from functional testing and Client User Acceptance Testing (“UAT”)

• Perform browser compatibility testing limited to 1 version (current or N-1) of Chrome, Firefox and Safari on 1 operating system and 1 device

• Perform mobile device and tablet compatibility testing on one version of one iOS phone, one android phone, and one iOS tablet

• Create performance testing plan, performance test scripts, and execute scripts for identified high-volume in scope integrations

• Share manual functional test cases with Client for input in Client UAT planning

**Organizational Change Management**

Client has overall accountability for planning, building, and executing the organizational change management for this engagement. Capgemini will assist Client as follows:

• Creating the change communication plan

• Creating train-the-trainer plan

• Performing the analysis and processing of user feedback

**Deployment**

• Deployment of completed features and components

• Capgemini will support the following environments: Dev, Test, Staging, and Production

**Technologies In Scope**

Capgemini will leverage the following technologies to implement the scope:

• Salesforce Service Cloud, Loyalty Cloud and Marketing Cloud

o Apex, SF Lightening, Data Loader

• System Integration Remediations

o Angular, NodeJS, .NET, Azure

• ADA Data Warehouse

o Azure, SQL Server

• ETL

o SAP BODS, Azure ADF

• Reporting

o Information Builders, Salesforce Tableau, PowerBI

Below is a list of known technologies Capgemini will utilize for this engagement in addition to the technologies listed above. Additional technologies may be identified as the project progresses. Capgemini is not responsible for acquiring, installing, configuring, or managing the below tools. Capgemini will have access to these tools but will only use such tools for this Engagement.

• Collaboration tools

o Microsoft Office 365 (Word, Excel, PowerPoint, Visio, and Project), MS Teams

• Requirements and testing

o Azure DevOps

o AccelQ

• Database

o SQL Server

• Development tools

o VS Code

o Visual Studio

o SFDX

o Database development tools

Changes to scope will be documented as separate change requests and will be managed as per the standard Change Control process described within section 9.

**fusionSpan scope as per SOW:**

## Project Critical Success Factors

**HOW?**

Courage to change

Sense of urgency

Definitive, achievable milestones

Change Management: communication, engagement, training, learning

Quality management: testing, adaptation

Commitment

Association – commitment of resources

Project team members – commitment to the success of the project

Individual accountability

The Client’s Critical Success Factors for the project include:

* Better understanding of our customers
* Sense of ownership among end users
* Rapid Tripartite adoption
* Seamless integration with other ADA systems

## Contractual Deliverables

The following table defines the contract deliverables to be produced throughout the project. Contract deliverables require a formal review and signed acceptance by [ADA]. Appendix D contains a detailed description of the deliverables, acceptance criteria, approvers, etc.

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Deliverable Name** | **Acceptance Period** | **Acceptance Criteria** |
| 1 | Project Governance Plan | 5 Business\* Days | Microsoft Word document defines how the engagement will be governed covering: scope and requirements management, change management, issues/risks/decisions management, communication management, and schedule management. |
| 2 | Solution Architecture | 5 Business Days | Documented overall solution that includes Capgemini scope |
| 3 | Functional Requirements Document (FRD) | 5 Business Days | Document which contains as appropriate wireframes or wireframe equivalent, business rules, and APIs. The FRD will be updated for the user stories in each Sprint. Track changes are on to highlight the changes for the current Sprint. |
| 4 | Master Schedule at Program Level | 5 Business Days | Microsoft Office document showing high level phases, tasks, dependencies, and milestones across overall solution including Client and ISV Partner Services. |
| 5 | Sprint Acceptance Certificate | 5 Business Days | Documents the Product Backlog Items that met the Definition of Done for that Sprint. |
| 6 | End-to-End Test Results | 5 Business Days | Provide the status of all end-to-end test cases including outstanding defects. |
| 7 | UAT Acceptance Certificate | 5 Business Days | Client approves the code is ready for production deployment based on mutually agreed upon acceptance test approach and criteria |
| 8 | Test Strategy | 5 Business Days | Document the overall testing strategy for the Capgemini scope |
| 9 | Product Backlog | 5 Business Days | Product Backlog in Azure DevOps for Capgemini scope at the Epic and Feature level |

As part of the project, many other deliverables will be produced in support of the above key outputs of the project. These are identified in the project approach section of this document.

## Contractual Milestones

**Blueprint**

* Deliverables of blueprint phase are Project Governance Plan, Solution Architecture, Master Schedule at Program Level, Test Strategy and Product Backlog.

**Build**

* Deliverables of build phase are Functional Requirements Document (FRD), Sprint Acceptance Certificate, End-to-End Test Results and UAT Acceptance Certificate.

Blueprint and Build phases are of 3 and 19 months duration respectively.

## Contractual Responsibilities and Obligations

**Client Responsibilities**

• Client will make every reasonable effort to respond to all issues and provide access to any required information and personnel within 3 business days.

• Client will provide reasonable access, following appropriate written notice from Capgemini to Client staff members or third-party resources under contract to Client who are knowledgeable about applications, hardware, operating systems and third-party software packages, telecommunications, or are business area experts.

• Client will provide network and systems access (User Id and Password) to Capgemini team members, on a “need to know” basis, within 5 business days from the time of request. Capgemini will be solely responsible for Capgemini team members’ acts and omissions with respect to such access.

• Client is responsible for the security measures applicable to its own networks and property (including backing up any Client software and data), as well as firewall/security measures when access is required by Capgemini.

• Except as specified herein, Client will provide all hardware, software, licenses, and infrastructure solely to the extent required for Capgemini resources operating under this SOW to enable completion of the transformation.

• Client will provide all server environments and software required for this engagement and accessibility to those environments through Client’s VDI image.

• Client will provide system administrative support as needed on the project. Capgemini will provide as much advance notice (in writing) as reasonably required by Client to assist in the planning for such support.

• Client will provide Capgemini consultants working at Client locations with normal and customary office facilities (e.g., workstation, desk, etc.), provided that they observe all rules related to Client facility (e.g. proof of vaccinations, masks, “no guns”, etc.).

• Client will provide project management for Client scope

• Client will provide the overall program sponsor

• Client will provide final approval (or denial of approval) on change management

• Client will provide business subject matter experts dedicated to the engagement (Product Owners)

• Client will perform UAT planning, design, execution, and acceptance in a timely manner

• Contract third-party for ADA testing and security/penetration testing. Third-party will provide Capgemini security guidelines to follow prior to the start of development.

• All Client and third-party responsibilities will be performed in a timely manner so as not to delay the Engagement. Performance issues or delays caused by Client or third parties under contract to Client will result in functionality, scope and timing issues, all of which may necessitate a change order.

• The ISV has not yet been chosen by Client and once chosen, Client will enter into contract directly with such ISV and be responsible for its performance.

**Capgemini Responsibilities**

• Capgemini will provide workstations (either laptop or desktop) for all team members. Each workstation will contain a base operating system and the ability to connect to a Virtual Desktop Image (VDI) provided by Client.

• Capgemini will notify Client if additional software is required for the VDI image beyond what is stated in this SOW. Capgemini and Client will jointly agree on any software requirements.

• All Capgemini responsibilities will be performed in a timely manner so as not to delay the Engagement. Performance issues or delays caused by Capgemini may necessitate a change order for which Capgemini will not be compensated.

**ISV Partner (ISV, fusionSpan) Responsibilities**

• ISV will provide Capgemini high-level training of the AMS solution

• ISV will provide notice 10 business days ahead of any small changes to the AMS solution that impact integrations in-scope for Capgemini. Small changes are additional fields in existing objects, or changes in existing processes. For all other changes ISV will provide notice of 20 business days before deploying changes to shared environments

• ISV will complete Blueprint deliverables for AMS scope during the Blueprint phase

• ISV will participate in all agreed upon Governance committees, Change Control Board and ceremonies

• ISV will provide status reporting as agreed upon in the Program Governance

• ISV will participate and collaborate in the Technical Architecture/Design discussions and deliverables

• ISV will provide AMS solution training for OCM

• ISV will prioritize resolution of impediments and dependencies for Capgemini in-scope items

• ISV will provide instructions and procedures for creating Salesforce Sandboxes/environments with AMS software

• ISV will test the AMS solution and publish test results to the program

• ISV will participate in defect resolution meetings affecting the program and identify timeframes for resolution of defects associated with ISV scope

Any additional contractual requirements emerging during the project together with the required delivery date will be identified in the client Project Status Report, jointly discussed and agreed/rejected. The client Project Status Report includes the status of the [ADA] contractual requirements relevant at the time of the report.

If [ADA] does not meet a Client Responsibilities then this will be reported in the client Project Status Report and will be addressed as part of Issue Management.

## Assumptions

The price and schedule are based on the scope and assumptions contained the SOW. It is the [ADA] responsibility to examine these assumptions to confirm our mutual understanding of the Project. Should any these assumptions not be realized, Capgemini will perform Change Control, and a change to the cost of this SOW may result.

• Client shall perform all its responsibilities in a timely manner under the Agreement and this SOW and ensure that all third parties under contract to Client will perform their respective responsibilities in a timely manner

• Capgemini shall perform all its responsibilities in a timely manner under the Agreement and this SOW.

• Capgemini is not responsible for deficiencies in Client or third-party systems, hardware, or network infrastructure. Client is responsible for any Project delays caused by any deficiency in Client or third-party systems, hardware, or network infrastructure so long as a root cause analysis can demonstrate the system is deficient

• Capgemini is responsible for any deficiencies in Capgemini’s systems, hardware, or network infrastructure. Capgemini is responsible for any Project delays caused by any deficiency in Capgemini’s systems, hardware, or network infrastructure so long as a root cause analysis can demonstrate the system is deficient

• Client and third-party vendors not under Capgemini control will adhere to agreed milestone dates throughout the Project.

• Capgemini will adhere to agreed milestone dates throughout the Project

• Data and information provided by Client, or third parties will be considered complete and accurate. Capgemini shall have no obligation independently to verify the accuracy or completeness of the information provided by Client or its agents.

• Data and information provided by Capgemini will be considered complete and accurate. Client or third parties under Client’s control shall have no obligation independently to verify the accuracy or completeness of the information provided by Capgemini.

• Capgemini will provide the services expressly set forth in this SOW at the sole direction of the Client. Capgemini does not covenant, represent, or warrant in any way that the services, work product, or deliverables (if any) provided under this SOW ensure or guarantee compliance with industry guidelines or federal, state or local laws or regulations, including, but not limited to WCAG 2.0 and the ADA (“Laws”).

• Notwithstanding anything to the contrary in this SOW or in the Agreement, Client acknowledges that any delay in Capgemini’s performance or inability of Capgemini to perform hereunder due to conditions or circumstances related to COVID-19, regardless of foreseeability, will constitute a force majeure event solely to the extent that such has caused unavoidable delay. In such event, Capgemini will provide notice to Client of known impacts and use commercially reasonable efforts to mitigate any Service disruption. The parties will work in good faith to reach a mutual agreement regarding changes to the approach, schedule, or other aspect of the Services that may be necessary, but will not in any way increase costs to ADA. Without limiting the foregoing, Client acknowledges that Capgemini personnel will work from their home to perform services under this SOW and Client acknowledges that any requirement for onsite performance (whether at Client or Capgemini offices), and any corresponding contractual obligations relating to onsite performance, shall not apply.

## Constraints

The project will be conducted in keeping with known and accepted [ADA] policies as well as Capgemini USA’s business practices. The known factors that will guide, control, or constrain the project, are described below.

* This is a fixed price engagement and any work that is outside of the agreed scope will follow the Change Control Process.

## Dependencies

This section defines the 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.

**Projects/Events that this Project is Dependent On**

|  |  |  |
| --- | --- | --- |
| Name of Provider | Description of Dependency | Date Required |
| fusionSpan | Fonteva AMS implementation | 01-Aug-2022 |
|  |  |  |
|  |  |  |

**Projects/Events that are Dependent on this Project**

|  |  |  |
| --- | --- | --- |
| Name of Receiver | Description of Dependency | Date Required |
| American Dental Association [ADA] |  | Mar-2024 |
|  |  |  |
|  |  |  |

# Project Delivery Approach

## Standard Processes Used

Capgemini will utilize the following delivery methods on this engagement:

• Capgemini Unified Project Management methodology (UPM)

• Capgemini Agile Framework (CAF)

## Delivery Process Description

**Governance**

Capgemini will initiate a Steering committee that will consist of representatives from Capgemini, Client and the ISV Partner. Committee will meet at a minimum of weekly and more frequently as appropriate. Client will require attendance and participation by its resources and by third party resources under contract with Client.

Material revisions to accepted master project schedule, integration architecture and deliverables will only be made and approved via the established governance process as defined by the Steering Committee.

The specific operational processes, controls and plan for this engagement will be defined and mutually agreed in the Project Governance Plan (“PGP”) created during the Blueprint Phase.

**Scrum Ceremonies and Invoice Events**

Capgemini Project Manager and Scrum Master will conduct the ceremonies prescribed by Agile Scrum methodology. Each Sprint cycle will serve as an invoice event that starts with Sprint planning and concludes with Sprint acceptance by ADA.

**Product Backlog Management**

The Client Product Owner is responsible for managing the Product Backlog. Capgemini, Client and the ISV Partner will groom the Backlog on a weekly basis. Capgemini, Client and the ISV Partner will provide sufficient estimated, prioritized, and ready-to-be committed user stories for two upcoming sprints. This will allow for un-impeded flow of work.

**Sprint Planning**

Each Sprint will start with Sprint Planning which will focus on identifying the prioritized Product Backlog items that meet an agreed upon Definition of Ready so that such Product Backlog items can be included in the Sprint up to the team Feature Points capacity. Each Sprint will be four weeks in duration. Only the Product Backlog Items that meet the Definition of Ready will be considered for an upcoming Sprint.

These items and corresponding Feature Points will be documented in the Sprint Backlog as the scope for that Sprint. Once the Sprint Planning is completed, the Sprint Backlog is established and committed by Capgemini, all changes shall be mutually assessed, reviewed and approved by Client and Capgemini. Changes to the Sprint Backlog will be handled as follows:

• Addition of a new Product Backlog Item (PBI) – the impact of an addition of a new PBI (also referred to as functionality) will be assessed by Capgemini and communicated back to the Client Product Owner. If the Client and Capgemini agree that the change requires additional effort, additional cost, or a schedule change then:

o The Client Product Owner will remove a corresponding amount of lower priority Product Backlog items from the Sprint Backlog, or

o The Client Product Owner will withdraw the change leaving the Sprint Backlog unchanged.

• Removal of a PBI – If a feature is removed from the Sprint Backlog, then:

o The Client Product Owner may re-introduce an equivalent amount (e.g., Feature Points) of Product Backlog Items to the Product Backlog that had previously been removed from scope, thus bringing the Sprint Backlog back to the in-scope level, or

o The Product Owner withdraws the change leaving the Sprint Backlog unchanged.

Appendix D contains a Deliverable Description for all deliverables from the project, both contractual and non-contractual. The method of delivery to [ADA] is defined in that description

## Delivery Standards

**Sprint Acceptance**

Upon completion of the Sprint, Capgemini will demonstrate the Product Backlog items that were committed for the Sprint and documented in the Sprint Backlog. Only those items that meet the mutually agreed upon Definition of Done (such definition to be agreed upon in the Blueprint Phase) are demonstrated during the Sprint Review. Capgemini will demonstrate how each Product Backlog item meets the defined acceptance criteria. The Client Product Owner and other business stakeholders will attend the Sprint Review to review and, if accepted by them based on agreed upon Definition of Done (which will be jointly defined and agreed upon the Project Governance Plan), sign off on the demonstrated items. All items which are reviewed and signed off in the Sprint Review meeting with the Client Product Owner shall be deemed as accepted and will be formally documented with appropriate signatures on a Sprint Acceptance Certificate.

**Production Release Acceptance**

A Production Release Acceptance shall be subject to a successful UAT, where Client users will perform acceptance testing of the delivered Product Backlog Items. Capgemini will provide support during the UAT to resolve defects caused in whole or in part by Capgemini in scope items in accordance with the terms of this SOW. Upon completion of the UAT, code is ready for production deployment.

## Verification and Validation

**Verification**

Verification ensures that selected work products meet their specified requirements. Deliverables as well as other work products such as plans, technical approaches, requirements, designs, technical designs, code, test cases, deployment and code components are candidates for Verification. Work Product Reviews and Testing are forms of Verification. These requirements should be consistent with, but not restricted to, the Client's quality requirements and acceptance criteria. All Deliverables will go through an internal Work Product Review before being Delivered to the Client.

All reviewers are trained in verification activities, and use review checklists where applicable.

**Work Product Reviews**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Work product/*Deliverable*** | **Type of Review** | **Chk**  **List?** | **Owner** | **Reviewers**  (Names/roles) | **Approver**  (Names/roles) | **Accept.**  **Criteria?** |
| Project Governance Plan | Inspection | yes | Engage. Manager |  |  | No |
| Solution Architecture | Inspection | yes | Enterprise Architect |  |  | Yes |
| Master Schedule at Program Level | Inspection |  | Program Manager |  |  | Yes |
| Test Strategy | Inspection | yes | Quality Lead |  |  | Yes |
| Product Backlog | Inspection | yes | Program Manager |  |  | Yes |
| Functional Requirements Document (FRD) | Inspection | yes | Enterprise Architect |  |  | Yes |
| Sprint Acceptance Certificate | Inspection | yes | Project Manager |  |  | Yes |
| End-to-End Test Results | Inspection | yes | Quality Lead |  |  | Yes |
| UAT Acceptance Certificate | Inspection | yes | Quality Lead |  |  | Yes |

**Testing**

The Testing Strategy and details about testing are documented in the Test Strategy document available at [LINK](https://capgemininar.sharepoint.com/:p:/r/sites/ADAAMSTransformation/Shared%20Documents/General/Delivery/ADA%20AMS%20Transformation%20Testing/ADA%20AMS%20Transformation%20Test%20Strategy.pptx?d=we92a4063ae284218bf491aa042c5d0f2&csf=1&web=1&e=GjzFKY)

**Validation**

The purpose of validation is to demonstrate that a product or product component fulfils its intended use when placed in its intended environment. Note: UAT is a validation activity and is therefore included in this section.}

## Replication and Installation

Appendix D contains a Deliverable Description for all deliverables from the project. Any method of replication (or reproduction) to ensure that a replicated object is identical to the master and of the same quality is defined in the Deliverable Description.

No installation is to be performed.

## Transition and Support

A Handover Plan to the ongoing support organization, [xxxxx], will be provided.

*If there is to be any subsequent service management provided by Capgemini USA, the relevant service management method to be implemented should be specified here. The procedures for knowledge transfer and for formal hand-over should also be stated in such case. These should be part of Handover Plan.*

*The contents of the Handover Plan must not exceed the contractual obligations (to either the client or another part of the Capgemini or Capgemini organizations). If there are not contractual handover / knowledge transfer requirements, the Handover Plan must state only that the Deliverables will be made available to the receiving party and how / where they will be located.*

# Project Management Approach

## Standard Processes Used

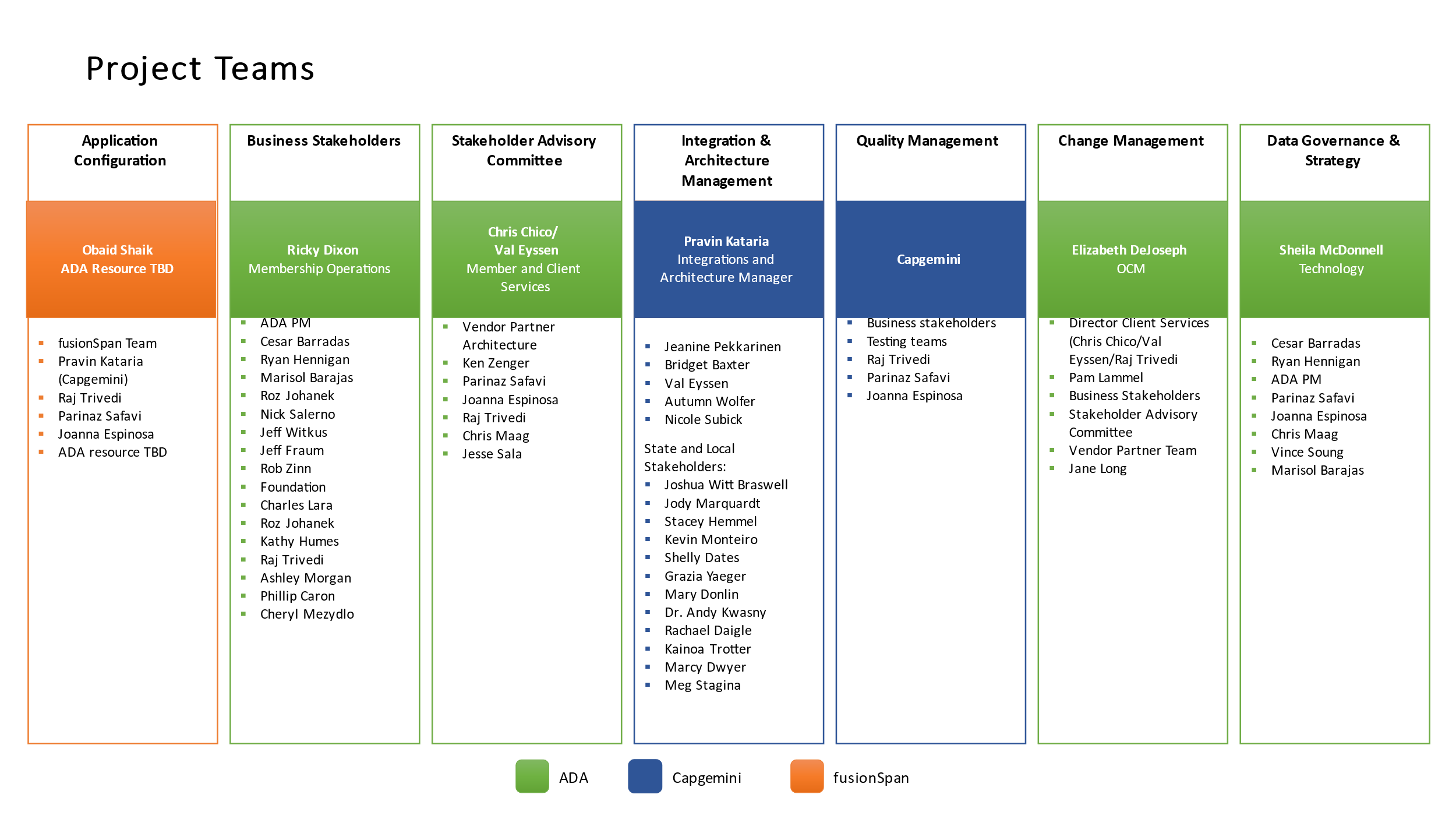
The project will be managed using Capgemini USA's tailored Project Management method, UPM V6.5. The streams within the UPM were developed to accommodate the way a project manager typically sees the project management functions that are to be performed.

# Governance

## Scope and Objectives

This stream focuses on the activities needed to define exactly how the project will be structured and managed including the approach to delivery, the project organisation and the monitoring and reporting required.

## Project Organization

The following diagram summarizes the links that connect the parties involved in the project, and indicates the specific functions associated with the project:

## Project Roles and Responsibilities

The following table describes the key roles and responsibilities of this project. Contact information is provided in the Contact List.

**Client Personnel**

The Client Personnel and their general responsibilities are listed in the table below:

| **Role** | **Key Responsibilities** | **Members** |
| --- | --- | --- |
| **Sponsor** | • The Client Executive who will sponsor the work performed under this SOW and promotes buy-in. The Sponsor is the final authority regarding the Program.  • Approves and signs Change Request Forms  • Escalation point for scope management  • There will be a named IT sponsor and a named business sponsor. | Jordan Baugh  April Kates-Ellison |
| **Project Manager** | • Provide oversight and contract administration of the project  • Participate in the issue and dispute resolution process  • Participate in status meetings  • Participate in Engagement Committee representing Client scope of work | Kaplan, Kenny |
| **Technical Leads** | • Review Architecture and Design deliverables |  |
| **Product Owners** | • Participate in the issue and dispute resolution process  • Participate in daily stand-up meetings  • Signs Deliverable Acceptance Certificates  • Establish and refine Product Backlog  • Participate in process definitions  • Perform UAT  • Participate in Sprint Planning  • Participate in Sprint Reviews |  |
| **Business Subject Matter Experts** | • Work with Product Owner and Business Analysts to define requirements into user stories  • Participate in UAT with Product Owner |  |
| **Business Users** | • Perform UAT  • Participate in requirements gathering sessions  • Participate in Sprint Reviews when applicable |  |

**Capgemini Personnel**

The Capgemini Personnel and their general responsibilities are listed in the table below:

| **Role** | **Key Responsibilities** | **Members** |
| --- | --- | --- |
| **Engagement Manager** | • Primary point of contact to Client for this engagement  • Overall accountable for all deliverables under this SOW  • General oversight of the Services and resources defined in this SOW  • Signs Deliverable Acceptance Certificates  • Lead of the Engagement Steering Committee from Capgemini | John Raams |
| **Enterprise Architect** | • Create overall Solution Architecture for Capgemini scope  • Participate in technical discussions and meetings with Client and ISV Partner  • Review technical Deliverables | Pravin Kataria |
| **Project Manager** | • Performs the Project Management services defined in the scope section of this SOW | Divya Prakash |
| **Program Manager** | • Performs the Program Management services defined in the scope section of this SOW | Mridul Pokhriyal |
| **Development Team** | • Performs the Build services defined in the scope section of this SOW | Prashant Patel  Naga Tanmaiyee Nagalla  Chandra Bhagi  Greg Francomb  Manjula Nagamalla  Murali Krishna  Joshua Dassinger |
| **Testing Team** | • Performs the Test services defined in the scope section of this SOW | Jason Bradley |
| **Organizational Change Manager** | • Performs the Organizational Change Management services defined in the scope section of this SOW |  |

**fusionSpan Personnel**

fusionSpan Personnel and their general responsibilities are listed in the table below:

| **Role** | **Key Responsibilities** | **Members** |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |

## Project Start-Up Review

During Start-Up (within 30 days of Project Start), a **RapidStart practitioner will be** deployed by the Regional Delivery Manager to accelerate creation of effective project practices.

The **RapidStart practitioner** will:

* Schedule functional/technical workshops as required.
* Work with key engagement participants to create Start-up collateral (develop PGP, define risks, issues, etc).

## Project Monitoring and Reporting

The reports and meetings for this engagement are described below.

**Weekly Status Report**

Capgemini will provide Client with weekly written progress reports of this project in a form and format to be mutually agreed upon by Capgemini and Client.

**Weekly Status Meeting**

Capgemini will conduct weekly progress meetings with Client. The meetings will be at a time and place so designated by Client and mutually agreeable with Capgemini.

**Steering Committee Report**

Capgemini will provide Client with a monthly Steering Committee report of this project in a form and format to be mutually agreed upon by Capgemini and Client.

**Steering Committee Meeting**

Capgemini will participate in the monthly Steering Committee meeting with Client. The specific meeting day and time will be determined by Client and mutually agreeable with Capgemini.

## Management of Actions

A consolidated list of summary and detailed actions is maintained in the Engagement Action Items document in the Project Repository.

Actions arising from meetings, reviews, audits, risk management, problem management are reviewed on at least a bi-weekly basis by the Engagement Manager.

## Client Sign-Offs and Acceptance

**Client Acceptance Procedure**

Acceptance is limited to the Deliverables listed in the Deliverables section and will be done in accordance with the following processes.

• Deliverables will be deemed accepted if Client does not provide acceptance or notice of itemized deficiencies (“defects”) within the Acceptance Period, unless delay is caused or agreed to by Capgemini.

• Deliverables will be deemed accepted under this SOW immediately upon the installation in a production environment, use for commercial purposes, or upon modification of the Deliverable by non-Capgemini staff

• Except as described above, Deliverable’s acceptance will be indicated by Client signature on Acceptance Certificate

Acceptance of Deliverables will be obtained by the following process:

1. Capgemini prepares the Deliverable and deems it complete and ready for Client Acceptance.

2. Capgemini submits the Deliverable to Client, starting the Acceptance Period.

3. Client provides Capgemini with a single, itemized written list of defects or outstanding questions in the Deliverable within the agreed upon Acceptance Period.

4. The agreed upon acceptance tests are conducted within the Acceptance Period. If all acceptance tests pass, the Deliverable is deemed accepted. If one or more acceptance tests do not pass, the defects are documented in the project defect log.

5. Capgemini enters any identified defects into the project defect log.

6. Client provides, within the Acceptance Period, one of three dispositions (Rejected, Accepted with changes required, Accepted).

7. Capgemini (if necessary) corrects identified defects and re-submits the Deliverable for Acceptance.

8. The process repeats until the Deliverable is accepted by Client or an escalation process is invoked.

9. Capgemini is responsible for delays due to Capgemini’s failure to promptly. correct defect(s), and Client will not be responsible for any cost or expense associated with such delay(s).

## Warranty Service Level Agreement

Not Applicable

## Governance Handover

A Handover Plan to the ongoing support organisation, [X], will be provided.

*If there is to be any subsequent service management provided by Capgemini USA , the relevant service management method to be implemented should be specified here. The procedures for knowledge transfer and for formal hand-over should also be stated in such case. These should be part of Handover.*

*The contents of the Handover Plan must not exceed the contractual obligations (to either the client or another part of the Capgemini USA organization). If there are not contractual handover / knowledge transfer requirements, the Handover Plan must state only that the Deliverables will be made available to the receiving party and how / where they will be located.*

## Project Close-Down Report

This report summarizes all aspects of the project including the lessons learned. It is produced when the involvement of Capgemini USA in the engagement ends.

# Planning and Financial Management

## Scope and Objectives

This stream focuses on producing and managing the project plan, and maintaining an updated view of all financial figures associated with the project. In addition, this stream ensures that the project is monitored, reported on, and reviewed on a regular basis.

## Project Estimates

Blueprint phase is estimated based on due deligence and build phase estimation is validated based on discovery in blueprint phase.

## Project Plan/Schedule

The total duration of this engagement is 22 months based upon the high-level scope, responsibilities, and assumptions defined in this SOW. Changes to scope, responsibilities, and/or assumptions may result in a change in the cost and/or schedule. This schedule is a high-level depiction of the overall project timeline. The high-level activities listed here do not add, expand, or reduce the scope as defined in Section 1.1 of SOW. Any delays caused by Capgemini will not result in an increase in price, to the extent Capgemini caused such delays.

|  |  |  |
| --- | --- | --- |
| **Phase** | **Planned**  **Duration (Months)** | **High-level Activities and Capgemini Deliverables** |
| Blueprint | 3 | Deliverables:  • Project Governance Plan  • Solution Architecture  • Master Schedule at Program Level  • Test Strategy  • Product Backlog  High level Activities:  • Perform Program Governance per scope section  • Perform Project Governance services per scope section  • Perform Salesforce services per scope section  • Perform Data services per scope section  • Perform Testing services per scope section  • Perform System Integration services per scope section  • Perform Organizational Change Management services per scope section  • Prepare Product Backlog Items for scope |
| Build | 19 | Deliverables:  • Functional Requirements Document (FRD)  • Sprint Acceptance Certificate  • End-to-End Test Results  • UAT Acceptance Certificate  High level Activities:  • Conduct 19 Functional Sprints of 4 weeks each. Demonstrate user stories delivered at end of each Sprint.  • Perform Build services per scope section |

## Project Budget

At the outset of the project, the budget in terms of person days and revenue is agreed with [ADA] and has been incorporated in the SOW. The budget for internal costs to Capgemini USA is agreed between the Capgemini USA Engagement Manager and Regional Delivery Manager and details are recorded.

## Invoices

**Client Invoicing Schedule**

The invoice schedule for this engagement will be as per Capgemini SOW.

## Project Plan Handover

Capgemini USA will provide a final version of the project plan to [ADA] at the end of the project.

# Resource Management

## Scope and Objectives

Resource management focuses on activities/tasks that are needed to form the project team during the course of the project depending on the project constraints and needs. This is achieved by selecting, acquiring, training, coaching, motivating, reviewing and releasing project team members.

## Staffing Strategy and Plan

Project resources may be sourced from a number of providers:

* Capgemini USA / Capgemini India
* Client organization
* Capgemini USA alliance partners
* External resource providers (contractors).

The Capgemini USA Engagement Manager will liaise with Capgemini USA’s Resource Management Team to obtain resources to deliver the project. [ADA] will be advised at project meetings of planned project team member changes.

## Team Members Acquisition

Team members are to have the required skills for their respective roles.

## Team Members On-Boarding

New Capgemini USA team members are given an overview of the project by the Capgemini USA Engagement Manager and Technical Manager for technical aspects of the project. An on-boarding toolkit (SOW, Kick-off deck, instruction on how to get on DevOps/Trello and ADA teams) has been developed and provided to all new team members.

## Team Members Assignment

When making an assignment, the Engagement Manager ensures that the role is clearly defined and that the team members understand their role, the organizational structure, the expectations for the position, and that any individual performance criteria have been explained and agreed upon.

## Team Members Training

Not Applicable.

## Team Building Sessions

Team-building is addressed during scheduled agenda topics in Team Meetings.

## Team Members Change

When Team Members change, the Engagement Manager will make an assessment of the activities that are required to be completed to satisfy the change.

# Scope and Requirements Management

## Scope and Objectives

## Scope Baseline

The scope of this project is as detailed in Section 2.3 Project Scope. Any changes to this scope are processed using the Change Control procedure detailed in Section 9.

## Requirements Baseline

Requirements are baselined after review and approval by the Client. Any changes to Requirements are processed using the Change Control procedure detailed in Section 9.

*.*

## Requirements Traceability

**Requirements Traceability Matrix Attributes**

Azure DevOps and Trello will be used to create and maintain requirements.

# Change Control

## Scope and Objectives

The scope of Change Control includes changes to any of the fundamental aspects of the project such as the contract, scope, requirements, timescales and costs. A Change is an amendment to the project scope, a deliverable or its definition, an agreed service, a milestone date or project costs. Changes can arise as a result of validation of assumptions, containment of risk, resolution of issues or within the normal course of the project progress when new ideas emerge or business needs change.

Change Control provides the workflow for change requests to follow. Each proposed change request is identified, analyzed as to the impact, approved as appropriate and communicated to all potentially impacted teams and systems. Those proposed changes that are approved for implementation are incorporated into the workplans, schedules and budgets of affected teams, as well as managed and controlled as an approved, open change request until completed and closed. A change request may be considered completed when they are approved and implemented or they are canceled or withdrawn. Formal Change Control procedures must be in place and be agreed upon in writing with the Client.

## Change Control Procedure

Deviations (including additions, deletions, or modifications) to any service, responsibility, assumption or other term of the Agreement or this SOW will be managed through this Change Control process. All deviations will be submitted through this Change Control process and documented using the Change Request Form. The Capgemini Project Manager is responsible for administering this process in conjunction with the Client Engagement Manager (See Exhibit A in the SOW for Change Request Form). The Change Control process will be as follows:

• The Party requesting a change will deliver a Change Request Form describing the change, the reason for it, and the effect it may have on the services, to the other Party.

• The Parties will meet to discuss the requested change and will agree in writing to either (a) approve the change request, (b) undertake further study regarding its desirability and services impact (and agree on the funding of the study), or (c) reject it.

## Change Approvals

Both Parties must sign the approval portion of the Change Request Form to authorize (a) the research time and (b) the implementation of any change that affects the service’s scope, schedule, or price.

# Risk Management

## Scope and Objectives

Risk management focuses on defining and documenting how risks will be managed, identifying possible risks at key points within the project, launching the relevant actions to contain or mitigate them, and tracking how those risks evolve over time. All these actions contribute to better management of the whole project by preventing the occurrence of issues that could have a major impact on the project delivery.

This section documents the strategy and plan used for Risk Management at Capgemini USA.

## Risk Management Procedure

|  |  |
| --- | --- |
| Activity | **D**escription |
| 1 | **Identify Initial Risks**  During the Start-up Phase, the Engagement Manager is responsible for identifying engagement risks. The Risk Management Questionnaire worksheet in the Risk Management Tracker provides a list of typical risk sources and categories. The Engagement Manager completes this questionnaire, and identifies any other risks that might impact the engagement. Identified risks are then entered on the Risk Management Log worksheet. |
| 2 | **Analyze Risks**  Evaluate the impact and probability of each risk in the Risk Management Log, referring to the Risk Management Guidance worksheet in the Risk Management Tracker. A Risk Score will be calculated. The priority for each risk should also be entered. |
| 3 | **Develop Risk Mitigation and Contingency Plans**  Based on the Risk Score, Priority, and the criteria in the Risk Management Guidance worksheet, document Risk Mitigation and/or Contingency Plans in the Risk Management Log worksheet. Note that it may be useful to group some risks by category, and create Risk Mitigation/ Contingency Plan(s) for these aggregated risks. Significant Risk Mitigation/Contingency plans may require that tasks be added to the Project Plan/Schedule. |
|  | **Implement Risk Mitigation and Contingency Plans**  Implement the Risk Mitigation and/or Contingency Plans as appropriate. |
| 4 | **Monitor Risks**  Existing risks are monitored on a weekly and event driven basis and the Risk Management Log worksheet updated as necessary. New risks are identified, documented, analyzed and Risk Mitigation/Contingency Plans developed as appropriate. Risks are reviewed at Team, Regional Delivery Portfolio and Client meetings as appropriate, and updated as necessary. Ensure the Risk Status is up to date. |
| 5 | **Report Risks**  Include critical risks and status on the appropriate status reports. |
| 6 | **Escalate Risks as necessary**  The escalation chain for risks is as follows:  Capgemini USA: Engagement Manager, Regional Delivery Manager, Geographic Vice President, VP Delivery and Risk Management, CEO  Client: Client Project Manager, Program Manager, Executive Sponsor |

## Risk Handover

At the end of the project, the Risk Management Tracker will be part of the standard knowledge transition effort.

RAID log is available at [LINK](https://capgemininar.sharepoint.com/:x:/r/sites/ADAAMSTransformation/Shared%20Documents/General/Delivery/RAID%20Log_ADA%20AMS%20Transformation%20.xlsx?d=wdfb0879c69414294a6937fd42d51be03&csf=1&web=1&e=Fn8twy)

# Issue Management

An issue is caused by any event that impacts the planned schedule, scope or budget of a project and impacts the capacity to deliver according to the agreed schedule.

Issue Management is a process (supported by appropriate tools) that the whole project team must perform throughout the project in an effort to minimize the impact issues may have on the project. It defines a set of practices that support the resolution of issues to minimize the impact on a project. Issue Management must be put in place for all projects and it is the Engagement Manager's responsibility to manage the project issues.

The issue management process covers the following elements:

* Identification, investigation and management of issues which have materialized and which are having (or soon may have) an impact on the project
* Escalation of issues where higher authorities need to be involved
* Reporting issue status to appropriate project stakeholders.

## Scope and Objectives

The objective of the issue management process is to provide an overall approach towards:

* Issue Identification
* Issue Recording
* Issue Investigation
* Issue Resolution Option Analysis and Recommendation
* Issue Management and Reporting.

## Issue Management Procedure

All issues which materially adversely affect, or are reasonably anticipated to adversely affect, the performance of the services (“Issues”) will be submitted through this issue management process and documented using the issue management system. The Capgemini Project Manager will administer this process. The high-level issue management process will be as follows:

• An Issue or potential Issue is identified and communicated to the Capgemini Project Lead.

• The Capgemini Project Manager will log the Issue in the issue management system and assign an initial owner of the Issue.

• The Issue owner will document relevant details regarding the Issue and recommend if the Issue should be rejected or prioritized for work.

• The Parties will meet to discuss the open Issues and agree to either (a) approve the Issue, (b) undertake further study regarding its impact, or (c) reject the Issue.

• Upon accepting the Issue, an owner is assigned and a date and priority for resolution is established and agreed upon by the Parties.

• Open Issues are monitored by the Capgemini Project Manager Lead and either party can invoke escalation procedures if (a) the Issue is not resolved by the agreed upon resolution date or (b) the Issue results in an impact to the project resulting in a change. The point of escalation is to the Client Engagement Manager.

## Issue Handover

At the end of the project, the issue log will be part of the standard knowledge transition effort.

# Client Relationship Management

After having secured [ADA]’s commitment and obtained approval to proceed during the kick-off meeting, the stream focuses on the relationship between Capgemini USA and [ADA]. It also includes activities to understand, formalize and monitor Client satisfaction.

## Scope and Objectives

Client Relationship Management focuses initially on understanding the [ADA] organization, including the roles and responsibilities within the organization and on the coordination of the steering committee.

## Client Profile

The American Dental Association (ADA) is an American professional association established in 1859 which has more than 161,000 members. Based in the American Dental Association Building in the Near North Side of Chicago, the ADA is the world's largest and oldest national dental association and promotes good oral health to the public while representing the dental profession.

## Project Kick-Off Meeting

The kick-off meeting will be used as an opportunity to:

* Articulate the requirements for the project
* Confirm understanding of the expectations and objectives for the project
* Describe the approach that will be employed on the project
* Review the project plan
* Develop key working relationships
* Demonstrate commitment to the project
* Seek authorization to proceed to the delivery phases of the project.

The Engagement Manager is responsible for delivering the kick-off meeting; however, members of the [ADA] and Capgemini USA leadership will participate and deliver appropriate elements of the presentation.

The project kickoff was conducted on 31-May-2022. The kick off deck is available at [LINK](https://capgemininar.sharepoint.com/:b:/r/sites/ADAAMSTransformation/Shared%20Documents/General/Delivery/Kick%20off/ADA_SF%20Implementation_Kick-off_vFinal.pdf?csf=1&web=1&e=Ltm7vF)

## Maintaining Client Relationships

Maintaining and developing a relationship between [ADA] and Capgemini USA is critical to the overall success of the project. On a regular basis the Engagement Manager and Account Executive will assess and capture what is working well and determine whether any concerns or issues have been identified.

If needed, corrective actions will be identified to address any concerns or issues with the client relationship. Where actions need to be taken, these should be reviewed and agreed with relevant project stakeholders, with associated changes to internal and external commitments being negotiated.

## Client Satisfaction (VoC)

Not Applicable

## Client Relationship Handover

Not Applicable

# Infrastructure Management

## Scope and Objectives

Infrastructure Management focuses on making available the necessary infrastructure for the project, in terms of team infrastructure, security, and facility management.

## Overall Infrastructure

|  |  |
| --- | --- |
| **Server** | **Purpose** |
| Email | Enable communication with project team |
| Connex | Enable storage of project documents in Project Repository |
| LIFE | Enable time and expense entry and storage of critical project documents |
| Team Park – Solution Center | Enable access to Capgemini USA policies, processes and templates |
|  |  |
|  |  |

|  |  |
| --- | --- |
| **Workstation Installed Software** | **Purpose** |
| MS Project | For Engagement Manager – manage project schedule |
| Microsoft Office Applications | Word, Excel, Powerpoint, Outlook, etc. |
| Visio | Enable business & technical modeling |
|  |  |
|  |  |
|  |  |
|  |  |

|  |  |
| --- | --- |
| **Hardware/Equipment** | **Purpose** |
| Workstation | Enable project work |
|  |  |
|  |  |
|  |  |
|  |  |

## Project Locations

|  |  |
| --- | --- |
| **Name** | **Location** |
| Client – primary site | 211 East Chicago Ave.  Chicago  Illinois 60611-2678  United States |
| Capgemini USA home offices in North America | 333 West Wacker Drive, Suite 300  Chicago, IL 60606  United States |

## Office Security and Facility Requirements

Not Applicable

**Systems**

MS Teams, Azure DevOps, Trello, Active Directory/Outlook

**Confidentiality**

Confidentiality will be assured by adhering to the requirements of the MSA and SOW. All members of the project team will have been briefed on this requirement as part of the on-boarding process

Storage and Archiving

**Storage**

*Data will reside on client provided infra and will follow client policvies*

**Archiving**

The Project Repository, documentation and software will be restricted to the members of the project team and will be restricted by user name and password. Project related material maintained on [ADA] equipment and environment is the[ADA]’s responsibility to ensure Access Control is implemented.

**Handling, Storage and Archiving**

**Handling (Hardware)** - All hardware handling is the responsibility of [ADA].

**Storage** - All documentation and information regarding the management of the project is filed in the Project Repository. All attempts will be made to maintain the official copy of all project artifacts in an electronic form. Where necessary for record of approval, paper copies will be maintained that contain the necessary approvals.

**Archiving** – ADA responsibility

**Special Security/Distribution/Formatting**

Not Applicable.

## Backup Procedures

As per ADA IT policy

## Infrastructure Installation

### Not Applicable

## Infrastructure Validation

### ADA responsibility

## Infrastructure Handover

### Not Applicable

# Configuration Management

Discuss with Obaid and Pravin

## Scope and Objectives

Configuration Management focuses on the organization and management of the configuration items throughout the project. These items, such as requirements, design documents, software components, etc., are taken together to build a configuration baseline/release, which defines a particular version of a system (or a system component).

The Configuration Management (CM) Plan is maintained as a separate document.

## Configuration Identification

Configuration 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 many types of components. 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.

**Configuration Item/Categories**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Configuration Item | Level of Control | Owner (can make changes) | Naming conventions | Location |
| Project Governance Plan | Full | Engagement Manager | Project name.PGP.Version.doc | Connex – Project Repository |
| Project Plan/Schedule | Managed and Controlled | Engagement Manager | Project name.Schedule.Version.mpp | Connex – Project Repository |
| Requirements | Full | Engagement Manager | Project name.Requirements.Version.doc | Connex – Project Repository |
| Contact List | Managed and Controlled | Engagement Manager | Project name.Requirements.Version.doc | Connex – Project Repository |
| Source Lines of Code | Full | Assigned Team Member | Project name.module.version.xxx | <client CM tool> |
| Team Meeting Minutes | Access |  | Project Name, TeamMM.date.xxx | Connex – Project Repository |
| Etc. |  |  |  |  |

## 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 maximising the efficiency of normal operations. This will preserve the integrity of the whole configuration, 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.

**Levels of Control**

|  |  |
| --- | --- |
| Full Configuration Management | After approval, the configuration item is baselines, and requires the use of change control to make changes to the item. |
| Managed and Controlled | The configuration item is version controlled. The assigned owner of these configuration items makes changes to the configuration item, including an amendment log for the change and updating the version number of the CI. |
| Access Controlled | Any outputs not under one of the other two levels does not have specific requirements for making changes. These items are stored in the Project Repository, which is access controlled |

**Baseline And Release Attributes**

*Provide any additional details on baseline and release attributes in this section or note a separate Configuration Management that will be provided.*

## Configuration Management Environment

*Provide any additional details on the CM environment in this section or note a separate Configuration Management that will be provided*

## Configuration Status Reporting

*Amend the following as appropriate*

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

**Configuration Management Measures**

The following information is required as input for configuration management reporting:

* The status of each configuration item and baselines
* The status of each change request, fault report or known error (with a list of the affected items)
* The date at which each baseline was established
* The date at which each item and change was included in a baseline
* The description of all the changes made during a certain period of time
* The documentation status of each item and baseline
* The list of the changes planned for each identified future baseline.

**Configuration Status Reports**

Status reports will be provided frequency (i.e. weekly on Wednesdays) and will be available in repository location (i.e. on Connex, in the Project Repository).

## Configuration Reviews

Configuration reviews and audits facilitate the correct functioning of the whole configuration management function. Reviews focus on checking the integrity of all the items under configuration management,

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.

A configuration status review will be conducted:

* Immediately 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).
* At planned milestones (for example at the end of a development phase).
* At specific points (for example, following major changes to the IT infrastructure).
* At random intervals (to discourage the introduction of spurious items).
* 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).

## Configuration Management Audits

Configuration reviews and audits facilitate the correct functioning of the whole configuration management function. Audits focus on checking the actual application of the configuration management procedures and rules.

A configuration management audit is aimed at assessing the effectiveness and efficiency of the configuration management function as a whole. The configuration management audit will include checks to ensure that the traceability requirements are being satisfied.

They will be conducted:

* Shortly after the introduction of the configuration management system (approximately 3 months).
* Periodically thereafter (6-12 month intervals).

## Configuration Handover

At the end of the project the configuration items will be shut down or handed-over to [ADA]. Those that are owned by Capgemini will be recovered; those that are rented or leased returned to their owners, with associated closure of contract and those to be handed over to [ADA] should receive a formal acceptance, with any necessary completion or modification of licensing agreements.

*Note any specific handover activities based on the SOW in this section.*

# Quality Management

## Scope and Objectives

Quality Management focuses on the actions needed to manage quality on the project, in particular the quality assurance and quality control aspects related to the project approach and the project deliverables. The purpose of Quality Management is to implement the management processes which will contribute to the overall quality of the project, while testing activities are described in appropriate delivery processes.

## Quality Objectives

*Specific engagement quality objectives are only entered if they are specified in the SOW.*

Capgemini USA is committed to providing services to our clients that meet meet the commitments mutually agreed upon in the Contract and Statement(s) of Work(s).

Tasks for specific Quality Activities are included in the engagement Project Plan/Schedule.

**Quality Activity Table**

| **Type of Quality Review** | **Responsible** | **Target Date** | **Client Involvement (Y/N)** | **Output** |
| --- | --- | --- | --- | --- |
| Compliance Checks | Engagement Manager conducts – RDM reviews and approves | At the end of Start-up and Close-down, any monthly during Execution | N | Compliance Checklist |
| Project Reviews | RDM | As needed – based on indicators or requested by RDM or National Delivery | N | Project Review Report |
| Project Audits | External audit (external to the project management chain) | Randomly selected | N | Project Audit Report |
| Deliverable Reviews – Refer to section 2.5 – Verification and Validation. |  |  |  | Work Product Review Report |

## Compliance Checks

The purpose of this activity is to assess the project’s compliance with the management and delivery methods selected for the project and to take appropriate steps to ensure that the project adheres to these methods. A Compliance Checklist will be used by the Engagement Manager to perform the Compliance Checks. The results of Compliance Checks will be reviewed and approved by the RDM before they are included on the Delivery Dashboard. The Compliance Checks are performed as indicated in the Quality Activity Table above.

The Delivery and Risk Management at the Capgemini USA level will also validate the results engagement Compliance Checks on a random basis, by using the Compliance Checklists, talking to the Engagement Manager, and examining project outputs.

## Project Reviews

Project Reviews will be conducted by Regional Delivery Manager or others, depending on who initiated the request for a Project Review. The Project Review uses a Project Review Checklist to verify Capgemini USA policies and processes have been followed and assess the health of the engagement.

If it is not obvious from the Project Review Checklist what is causing the problem, a Root Cause Analysis is performed. The Root Cause Analysis:

* Determines what happened
* Determine why it happened
* Determines what to do to reduce the likelihood that it will happen again.

## Project Audits

The engagement may be selected for a Project Audit. This audit is initiated outside the project – but Capgemini, Capgemini or the client, and is conducted by someone external to the project. The Project Audit will:

* Look at all aspects of the project, including suitability of management and delivery methods, assessing quality of products and services delivered to client, resource morale.
* Typically use interviews, checklist, questionnaires

The Engagement Manager is responsible for gather the information requested to perform this audit.

## Deliverable Reviews

All deliverables will go through the Capgemini USA Work Product Review Process before being delivered to **[ADA]** for review.

Refer to section 2.5 for the Deliverable information, and to the Solution Center for the Work Product Review Process and Work Product Review Guidelines.

## Defect Handling

Defects handling will be taken care as per agreed RAID log.

## Addressing Non-Conformances

Non-Compliances identified in Compliance Checks, Project Reviews, and Project Audit will be documented in tracked in the outputs of these activities, using Quality Management processes contained on the Capgemini USA Solution Center.

## Process Improvement Opportunities

The causes of variance, the reasoning behind the corrective actions chosen, and other types of lessons learned are documented so that they become part of the historical database for this project. Lessons learned sessions are an important part of improving on a continuous basis. These sessions are used to wrap up each phase of the project. They serve as a place where variances can be clearly identified and concerns voiced for reasons of needed improvement. These sessions are not used to create personal affronts or selectively ridicule members of the team that may have done better in the project. It is an open air exchange of information that focuses on “getting better “ as a project team and being candid in the appraisal of project performance and processes.

These Lessons Learned sessions are typically facilitated by the RDM and the results of the meeting are published with actionable items and plans to make the changes needed in order to continually improve.

When appropriate Process Change Requests based on lessons learned are submitted to Process Management group at Capgemini USA. The Process Change Request could recommendations to include best practices from the project in the corporate processes in the Solution Center, or could be used for suggesting improvements to the processes.

## Quality Monitoring and Reporting

Project Compliance scores are reported on the Delivery Dashboard.

Test Reports are defined in the Test Strategy/Test Plan.

# Knowledge Management

## Scope and Objectives

This stream focuses on the knowledge management aspects of the project, including re-use of existing knowledge objects, the project’s contribution to Capgemini USA ’s knowledge repositories and maintenance of the engagement profile.

## Engagement Profile

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

## Knowledge Submission

When appropriate Process Change Requests based on lessons learned are submitted to Process Management group at Capgemini USA. The Process Change Request could recommendations to include best practices from the project in the corporate processes in the Solution Center, or could be used for suggesting improvements to the processes.

# Appendices

## Appendix A Glossary

**Abbreviations**

|  |  |
| --- | --- |
| **Abbreviation** | **Description** |
| CSF | Critical Success Factors |
| CTQ | Critical to Quality |
| EM | Engagement Manager |
| FP | Fixed Price |
| GVP | Geographic Vice President |
| MSA | Master Service Agreement |
| PGP | Project Governance Plan |
| RDM | Regional Delivery Manager |
| SOW | Statement of Work |
| WPR | Work Product Review |
|  |  |

**Terms**

|  |  |
| --- | --- |
| **Term** | **Description** |
| DELIVER | Capgemini’s Global Method for Delivery Methods Environment. It is a vehicle supporting knowledge sharing. It reflects the quality policy and key principles set by top management to achieve quality goals and ensure effective delivery by obtaining client satisfaction. |
| Engagement | Work which has been sold. For Level 3 Responsibility Levels, used interchangeably with Project |
| Engagement Manager | Leads the Engagement for Capgemini. Can also be called the Project Manager for Level 3 Responsibility work, or the Service Manager for Level 4 Responsibility Work. |
| Project | Level 3 Engagements are referred to as Project. For Level 3 Responsibility Levels, used interchangeably with Project |
| Project Plan | Work Breakdown Structure, task for the engagement. Also referred to as the Project Schedule. |
| Project Manager (Capgemini) | Leads Level 3 Responsibility Work. |
| Responsibility Level | Indicates the Level of Responsibility that Capgemini has for the work – the higher the level, the more responsibility and risk. Refer to the Capgemini USA Quality Manual for more information. |

## Appendix B Reference Documents

The following table lists all documents, which are referenced within this Project Governance Plan. The extent of the applicability of each document to the project is described in the appropriate section of this document.

|  |  |  |
| --- | --- | --- |
| **Document** | **Title** | **Version** |
| D001 | SIGNED ADA CG SOW8 CG 4-8-22 STAMPED | V1.0 |
| D008 | ADA AMS Transformation Test Strategy | V1.0 |
| D005 | Sprint Acceptance Certificate | V0.1 |
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|  |  |  |

## Appendix C Applicable Documents

## Appendix D Deliverable Descriptions

* D001 - Project Governance Plan
* D002 - Solution Architecture
* D003 - Functional Requirements Document (FRD)
* D004 - Master Schedule at Program Level
* D005 - Sprint Acceptance Certificate
* D006 - End-to-End Test Results
* D007 - UAT Acceptance Certificate
* D008 - Test Strategy
* D009 - Product Backlog

**Project Governance Plan**

|  |  |
| --- | --- |
| **Deliverable ID** | D001 |
| **Deliverable Name** | Project Governance Plan |
| **Abbreviation** | PGP |
| **Contractual Deliverable** | Contractual |
| **Type** | Document |
| **Source/Destination** | Delivered from Capgemini to [ADA] |
| **Purpose** | A living document that is used as a reference during the whole project. It serves as a roadmap to get things done right the first time by describing to all people involved how project and product quality goals will be attained throughout the delivery process. |
| **Composition** | Project Governance Plan Overview – includes the purpose, scope, control and any deviations from the standard structure of the Project Governance Plan  Project Overview – describes the project, objectives, critical success factors, scope, contractual deliverables, contractual milestones, client obligations, assumptions and constraints and related project dependencies  Delivery Approach – provides a description of estimating approach, project the phases, stages, activities, deliverables, development standards, verifications and validation approach, delivery notification, replication, installation and servicing  Project Governance – describes the project management method, organization, roles and responsibilities, internal steering committee description, project reporting, meetings, acceptance, client billing, monitoring of actions, handover and warranty  Time and Cost Management – describes estimating, the project schedule and the cost and budget management process  Risk Management – describes the procedures and processes for managing risk for the project  Resource Management – describes the team organization, team roles and responsibilities, on-boarding, training and coaching, team member evaluations and team member release  Client Relationship Management – presents a profile of [ADA], steering committee description, kick-off meeting and use OTACE to determine client/stakeholder satisfaction  Communication Management – describes progress meetings and handling of correspondence  Infrastructure Management – presents the project team infrastructure, infrastructure reviews, security management, facility management and access control  Issue Management – details the procedure of capturing, monitoring and reporting issues to the various teams impacted  Scope and Requirements Management – describes the scope baseline, requirements traceability and change management processes  Quality Management – captures the processes around deliverable reviews, project reviews, quality review, defect tracking, continuous improvement and final evaluations  Configuration Management – determines method of handling configuration identification, configuration control, configuration status reporting and configuration reviews and audits  Procurement Management – describes methods and processes used in the procurement of resources for the project.  Appendices – a collection of additional documents that includes Reference Documents, Glossary, Deliverable Descriptions |
| **Form** | Deliverable will be prepared in MS Word |
| **Deliverable Standard** | Capgemini Document Standard | |
| **Derivation** | No Procurement section is needed for this project | |
| **Acceptance Criteria** | Acceptance of this document is based on the planned versus actual composition of this document and whether the components are addressed in sufficient detail so that procedures and clearly described, repeatable and measurable. Any sections not documented must be identified in the Derivation Section of this deliverable document. |
| **Capgemini Verifiers** | John Raams – Engagement Manager |
| **Capgemini Verification Method** | This document will be reviewed Work Product Review. |
| **Capgemini Sign Off** | xxxxx – Regional Delivery Manager |
| **Capgemini Sign Off Method** | Signature on Acceptance Certificate |
| **[ADA] Verifiers** | Xxxxx - Project Manager |
| **[ADA] Sign Off** | xxxxx – Project Director |
| **[ADA] Sign Off Method** | Signature on Acceptance Certificate |
| **Delivery Medium** | Electronic |

**Solution Architecture**

|  |  |
| --- | --- |
| **Deliverable ID** | D002 |
| **Deliverable Name** | Solution Architecture |
| **Abbreviation** | None |
| **Contractual Deliverable** | Contractual |
| **Type** | Document |
| **Source/Destination** | Delivered from Capgemini to [ADA] |
| **Purpose** | Documented overall solution that includes Capgemini scope. |
| **Composition** | Overview, solution |
| **Form** | Deliverable will be prepared in MS Word 2000 or Excel |
| **Deliverable Standard** | *Capgemini Document Standard* | |
| **Derivation** | No known derivation | |
| **Acceptance Criteria** | Acceptance of this document is based on the planned versus actual composition of this document and whether the components are addressed in sufficient detail. |
| **Capgemini Verifiers** | John Raams – Engagement Manager  Pravin Kataria – Enterprise Architect |
| **Capgemini Verification Method** | This document will be reviewed using a Work Product Review. |
| **Capgemini Sign Off** | John Raams – Engagement Manager |
| **Capgemini Sign Off Method** | Signature on Acceptance Certificate |
| **[ADA] Verifiers** | XXXXX – Project Director |
| **[ADA] Sign Off** | xxxxx – Project Director |
| **[ADA] Sign Off Method** | Signature on Acceptance Certificate |
| **Delivery Medium** | Electronic |

**Functional Requirements Document (FRD)**

|  |  |
| --- | --- |
| **Deliverable ID** | D003 |
| **Deliverable Name** | Fun ctional Requirements Document |
| **Abbreviation** | None |
| **Contractual Deliverable** | Contractual |
| **Type** | Document |
| **Source/Destination** | Delivered from Capgemini to [ADA] |
| **Purpose** | Document which contains as appropriate wireframes or wireframe equivalent, business rules, and APIs. The FRD will be updated for the user stories in each Sprint. Track changes are on to highlight the changes for the current Sprint. |
| **Composition** | Overview, Functional Requirements |
| **Form** | Deliverable will be prepared in MS Word 2000 or Excel |
| **Deliverable Standard** | *Capgemini Document Standard* | |
| **Derivation** | No known derivation | |
| **Acceptance Criteria** | Acceptance of this document is based on the planned versus actual composition of this document and whether the components are addressed in sufficient detail. |
| **Capgemini Verifiers** | John Raams – Engagement Manager  Pravin Kataria – Enterprise Architect |
| **Capgemini Verification Method** | This document will be reviewed using a Work Product Review. |
| **Capgemini Sign Off** | John Raams – Engagement Manager |
| **Capgemini Sign Off Method** | Signature on Acceptance Certificate |
| **[ADA] Verifiers** | XXXXX – Project Director |
| **[ADA] Sign Off** | xxxxx – Project Director |
| **[ADA] Sign Off Method** | Signature on Acceptance Certificate |
| **Delivery Medium** | Electronic |

**Master Schedule at Program Level**

|  |  |
| --- | --- |
| **Deliverable ID** | D004 |
| **Deliverable Name** | Master Schedule at Program Level |
| **Abbreviation** | None |
| **Contractual Deliverable** | Contractual |
| **Type** | Document |
| **Source/Destination** | Delivered from Capgemini to [ADA] |
| **Purpose** | Microsoft Office document showing high level phases, tasks, dependencies, and milestones across overall solution including Client and ISV Partner Services. |
| **Composition** | Overview, program plan |
| **Form** | Deliverable will be prepared in MS Word or Excel |
| **Deliverable Standard** | *Capgemini Document Standard* | |
| **Derivation** | No known derivation | |
| **Acceptance Criteria** | Acceptance of this document is based on the planned versus actual composition of this document and whether the components are addressed in sufficient detail. |
| **Capgemini Verifiers** | John Raams – Engagement Manager  Mridul Pokhriyal – Program Manager |
| **Capgemini Verification Method** | This document will be reviewed using a Work Product Review. |
| **Capgemini Sign Off** | John Raams – Engagement Manager |
| **Capgemini Sign Off Method** | Signature on Acceptance Certificate |
| **[ADA] Verifiers** | XXXXX – Project Director |
| **[ADA] Sign Off** | xxxxx – Project Director |
| **[ADA] Sign Off Method** | Signature on Acceptance Certificate |
| **Delivery Medium** | Electronic |

**Sprint Acceptance Certificate**

|  |  |
| --- | --- |
| **Deliverable ID** | D005 |
| **Deliverable Name** | Sprint Acceptance Certificate |
| **Abbreviation** | None |
| **Contractual Deliverable** | Contractual |
| **Type** | Document |
| **Source/Destination** | Delivered from Capgemini to [ADA] |
| **Purpose** | Documents the Product Backlog Items that met the Definition of Done for that Sprint. |
| **Composition** | Sprint information, Capgemini and client acceptance signature, Sprint review details and Sprint Features Demonstrated to client details |
| **Form** | Deliverable will be prepared in MS Word |
| **Deliverable Standard** | *Capgemini Document Standard* | |
| **Derivation** | No known derivation | |
| **Acceptance Criteria** | Acceptance of this document is based on agreed upon Definition of Done (which will be jointly defined and agreed upon the Project Governance Plan). |
| **Capgemini Verifiers** | John Raams – Engagement Manager  Divya Prakash – Project Manager  Pravin Kataria - Enterprise Architect |
| **Capgemini Verification Method** | This document will be reviewed using a Work Product Review. |
| **Capgemini Sign Off** | John Raams – Engagement Manager |
| **Capgemini Sign Off Method** | Signature on Acceptance Certificate |
| **[ADA] Verifiers** | XXXXX – Project Director |
| **[ADA] Sign Off** | xxxxx – Project Director |
| **[ADA] Sign Off Method** | Signature on Acceptance Certificate |
| **Delivery Medium** | Electronic |

**End-to-End Test Results**

|  |  |
| --- | --- |
| **Deliverable ID** | D006 |
| **Deliverable Name** | End-to-End Test Results |
| **Abbreviation** | None |
| **Contractual Deliverable** | Contractual |
| **Type** | Document |
| **Source/Destination** | Delivered from Capgemini to [ADA] |
| **Purpose** | Provide the status of all end-to-end test cases including outstanding defects. |
| **Composition** | Overview, test results |
| **Form** | Deliverable will be prepared in MS Word, Excel |
| **Deliverable Standard** | *Capgemini Document Standard* | |
| **Derivation** | No known derivation | |
| **Acceptance Criteria** | Acceptance of this document is based on the planned versus actual composition of this document and whether the components are addressed in sufficient detail. |
| **Capgemini Verifiers** | John Raams – Engagement Manager  Jason Bradley – Quality Lead  Obaid Shaik – Program Manager (fusionSpan) |
| **Capgemini Verification Method** | This document will be reviewed using a Work Product Review. |
| **Capgemini Sign Off** | John Raams – Engagement Manager |
| **Capgemini Sign Off Method** | Signature on Acceptance Certificate |
| **[ADA] Verifiers** | XXXXX – Project Director |
| **[ADA] Sign Off** | xxxxx – Project Director |
| **[ADA] Sign Off Method** | Signature on Acceptance Certificate |
| **Delivery Medium** | Electronic |

**UAT Acceptance Certificate**

|  |  |
| --- | --- |
| **Deliverable ID** | D007 |
| **Deliverable Name** | User Acceptance Certificate |
| **Abbreviation** | None |
| **Contractual Deliverable** | Contractual |
| **Type** | Document |
| **Source/Destination** | Delivered from Capgemini to [ADA] |
| **Purpose** | Client approves the code is ready for production deployment based on mutually agreed upon acceptance test approach and criteria. |
| **Composition** | Overview, test results |
| **Form** | Deliverable will be prepared in MS Word or Excel |
| **Deliverable Standard** | *Capgemini Document Standard* | |
| **Derivation** | No known derivation | |
| **Acceptance Criteria** | Acceptance of this document is based on the planned versus actual composition of this document and whether the components are addressed in sufficient detail. |
| **Capgemini Verifiers** | John Raams – Engagement Manager  Sai Grandhi, Jason Bradley – Quality Lead |
| **Capgemini Verification Method** | This document will be reviewed using a Work Product Review. |
| **Capgemini Sign Off** | John Raams – Engagement Manager |
| **Capgemini Sign Off Method** | Signature on Acceptance Certificate |
| **[ADA] Verifiers** | XXXXX – Project Director |
| **[ADA] Sign Off** | Jordan Baugh – Chief Technology Officer |
| **[ADA] Sign Off Method** | Signature on Acceptance Certificate |
| **Delivery Medium** | Electronic |

**Test Strategy**

|  |  |
| --- | --- |
| **Deliverable ID** | D008 |
| **Deliverable Name** | Test Strategy |
| **Abbreviation** | None |
| **Contractual Deliverable** | Contractual |
| **Type** | Document |
| **Source/Destination** | Delivered from Capgemini to [ADA] |
| **Purpose** | Document the overall testing strategy for the Capgemini scope. |
| **Composition** | Overview, test strategy |
| **Form** | Deliverable will be prepared in MS Word or Excel |
| **Deliverable Standard** | *Capgemini Document Standard* | |
| **Derivation** | No known derivation | |
| **Acceptance Criteria** | Acceptance of this document is based on the planned versus actual composition of this document and whether the components are addressed in sufficient detail. |
| **Capgemini Verifiers** | John Raams – Engagement Manager  Sai Grandhi, Jason Bradley – Quality Lead |
| **Capgemini Verification Method** | This document will be reviewed using a Work Product Review. |
| **Capgemini Sign Off** | John Raams – Engagement Manager |
| **Capgemini Sign Off Method** | Signature on Acceptance Certificate |
| **[ADA] Verifiers** | XXXXX – Project Director |
| **[ADA] Sign Off** | xxxxx – Project Director |
| **[ADA] Sign Off Method** | Signature on Acceptance Certificate |
| **Delivery Medium** | Electronic |

**Product Backlog**

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| --- | --- |
| **Deliverable ID** | D009 |
| **Deliverable Name** | Product Backlog |
| **Abbreviation** | None |
| **Contractual Deliverable** | Contractual |
| **Type** | Document |
| **Source/Destination** | Delivered from Capgemini to [ADA] |
| **Purpose** | Product Backlog in Azure DevOps for Capgemini scope at the Epic and Feature level. |
| **Composition** | Overview, solution |
| **Form** | Deliverable will be prepared in MS Word or Excel |
| **Deliverable Standard** | *Capgemini Document Standard* | |
| **Derivation** | No known derivation | |
| **Acceptance Criteria** | Acceptance of this document is based on the planned versus actual composition of this document and whether the components are addressed in sufficient detail. |
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