

Organizational Structure

Version 1.0

Revision History

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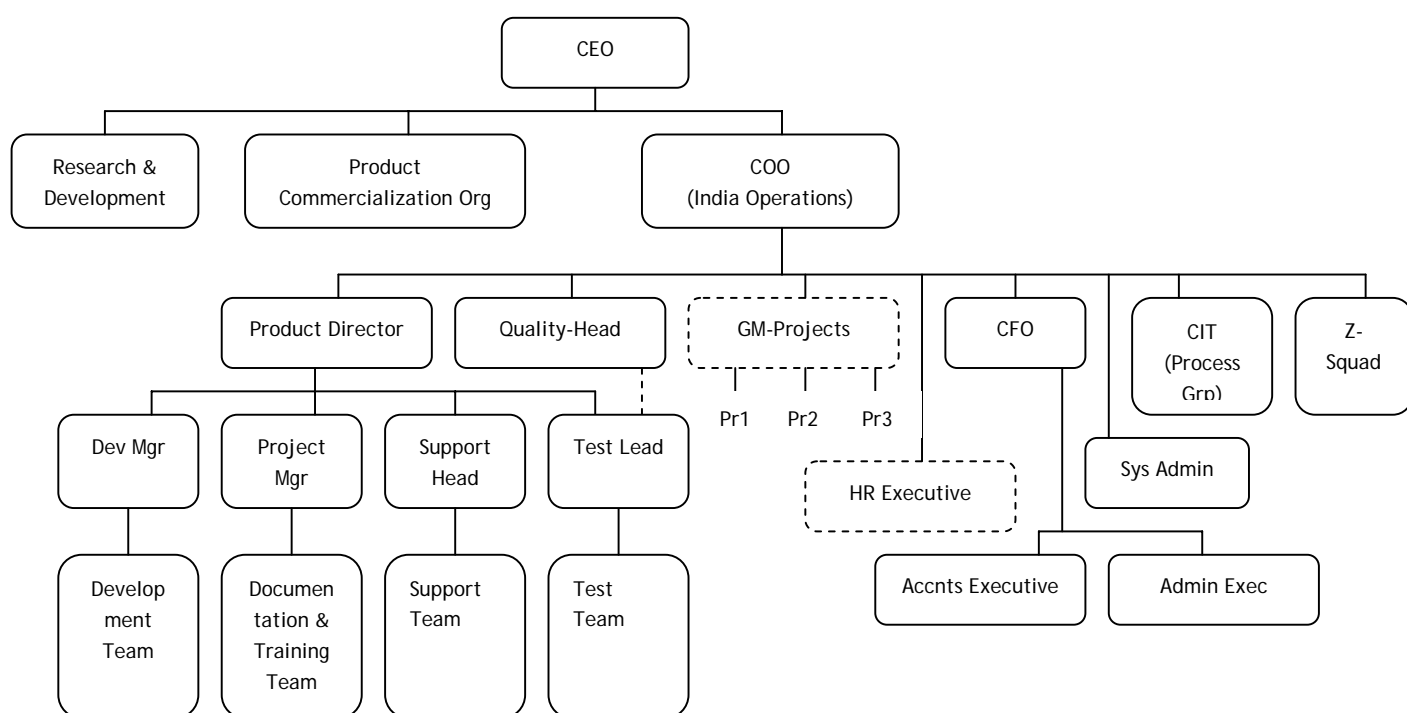
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1.0 PURPOSE OF THE DOCUMENT

This document is intended to explain the Organizational Structure of the company and define the reporting structure that is to be followed within the organization.

2.0 ORGANIZATIONAL STRUCTURE



5G performs two core activities through the respective division namely (i) a division that is engaged in developing, supporting and maintaining its own product namely Enterprise Gateway (ii) a division that is engaged in developing products for clients. The structure within these two divisions varies considerably and is explained in the following sections:

2.1 Product Division

The product division is headed by a Product Director whose focus is to provide stewardship to the Product Development Team and directs all aspects of the product development lifecycle activities. The Product Director shall own the product road

map and shall also act as the Chairman of the Change Control Board of the product.

The Product Director is assisted by the Program Manager, who monitors and manages the day-to-day development activities.

2.2 Project Division

The project division is headed by GM-Projects and he/she directly reports to the COO of the organization.

Every client engagement is considered to be a unique project and is normally headed by a project or a technical lead. The team that is required for development and testing is planned and put together during the planning session of the project. The roles and responsibilities within the project are entirely decided by the project team during the planning meeting.

2.3 Quality Department

A senior Quality Lead heads the Quality department and he/she is responsible for ensuring “Zero External Failures” in 5G’s work products. The head of this department reports directly to the COO of the company.

The Quality head will be administratively responsible for all the testers and in conjunction with the GM-Projects will assign testers to individual projects.

In case of product management, the testers report to the Program Manager/Project Manager of the product both on administrative aspect and functional aspect and will be reporting to the Quality head on Quality/Defect related issues only.

2.4 Continuous Improvement & Training

This department plays a direct role in ensuring that there is continuous improvement in all the aspects of the company viz. Processes, Skills and Technology. This team continuously monitors the changing demand with respect to skills, technology and processes and takes necessary measures to satisfy this demand.

2.5 Z-Squad

Z-Squad is a group that is made up of 5-volunteers who are committed to improve the quality of the work product that the different groups produce. Their main responsibilities include Process Audit Reviews and Technical reviews. The detail role of Z-Squad is included in the [OPD_Z-Squad Policies & Procedure](#) document.

2.6 Accounts & Administration

The two functionalities of Accounts and Administration is headed by the Chief Financial Officer of the company. He is assisted by two executives, viz. one in the matters concerning Accounts and the other in Administration.

Following activities fall under Administration:

- Front Desk Activities
- Updating Attendance Registers on a daily basis
- Hospitality services
- Assist the CFO in purchase activities – Collect quotations, Create Purchase Orders, keep track of the pending orders etc.
- Updating leave & PF records
- Responsible for making Travel arrangements for the directors & company officials

Following activities fall under Accounts Executive:

- Regular Book Keeping activities
- Creating Vouchers
- Writing cheques
- Updating Cash Book

2.7 System Administration

The IT infrastructure, security & implementing the policies are the responsibilities of the System Administrator. He/She is also responsible for training the users in using the IT infrastructure of the company.

2.8 HR Department

Currently the HR functionality is supervised by the CFO of the organization. However in future, there will be a separate HR department that will be headed by a HR Manager and he/she will be responsible for the all the HR related activities.