



# Organizational Policy

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**Version No:** 1.0

**Date:** May 16, 2017

## Revision History

Version	Date	Prepared by / Modified by	Change Summary	Approved By	Approved On
1.0	May 01, 2017	Sridhar	First Draft Made	Anitha T G	May 16, 2017

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## **1. Purpose**

The purpose of this document is to define the organizational policy which has to be complied across the organization by all the employees including projects and functions.

## **2. Scope**

This policy is applicable for all the projects, functions, employees within ePathUSA.

## **3. Project Planning Policy**

ePathUSA is committed to establish the project plans for managing the projects to deliver quality applications and services. For each project the project manager/scrum master defines the project plan document at the beginning of the project. This plan will be approved by the management team. The project contains all the aspects of the project including milestones, scope, risks, resources, skills, stakeholders, communications etc.,

## **4. Project Monitoring Policy**

The projects have to monitor the parameters as planned in the project management plan. The management has provided multiple levels of reviews to have a better control towards meeting the objectives. Lower level the project manager will monitor weekly/daily and review by management once in every month. During the quarterly review management would like to understand the trends and patterns. Any significant deviations are to be escalated to management or discussed during the monthly reviews. Risks with RPN  $\geq 16$  should be reviewed in the management review meetings. Any escalation if received from the customer should be shared with the senior management with appropriate actions.

## **5. Configuration Management Policy**

Configuration management is to establish and maintain the integrity of the work products developed throughout the project life cycle. The project manager is responsible to ensure that the integrity, accessibility, availability of the project work products is maintained as defined in the plans. The changes are appropriately managed with the required approvals. Configuration items identified are stored under the appropriately folders with appropriate access right. The teams should ensure that the configuration management practices as defined in the process are followed.

## **6. Internal Audit Policy**

The management is committed to provide the adequate resources to plan and execute the audits. The management would like to have an independent view on the process compliance and effectiveness being

followed within the organization against the definitions. The management ensures that the audit observations are adequately addressed by the respective owners. The audit team should cover the audits at least once in a quarter and audits should also happen for the functions within the organization. The audit results and analysis will be reviewed by the senior management during the quarterly reviews.

## **7. Metrics Policy**

Metrics framework and program is developed to understand the process performance and improve the processes continuously to meet the organizational objectives. The metrics provides the visibility on how the projects and functions are performance. Management will review the metrics quarterly to understand the trends and patterns and take actions towards improving the values. The metrics are used for planning, monitoring and controlling the projects during the life cycle. Norms for these metrics are defined at the organizational by senior management and every project should set the targets as applicable. Any deviations from the organizational norms should be approved by the management.

## **8. Requirements Management Policy**

The management expects that the requirements are properly documented and analyzed to ensure that they are adequately defined. The requirements are to be agreed and signed off with the customer using the acceptance criteria or definition of done. Any changes to the requirements are appropriately managed with proper configuration management. The project has to maintain the traceability of requirements with respect to life cycle and also with respect to dependent requirements. The team should capture all the functional, non functional, security, database etc., requirements. The requirement providers should be defined in the project plan to avoid any conflicts and scope creep.