

**Version History**

| Ver. No. | Authors                              | Date        | Reviewers | Review Date | Release Date |
|----------|--------------------------------------|-------------|-----------|-------------|--------------|
| 1.0      | Infrastructure Project Delivery Team | 27-Aug-2018 | QMF       | 31-Aug-2018 | 03-Sep-2018  |
| 2.0      | Infrastructure Project Delivery Team | 02-Dec-2019 | QMF       | 13-Dec-2019 | 16-Dec-2019  |
| 3.0      | Infrastructure Project Delivery Team | 02-Nov-2020 | QMF       | 06-Nov-2020 | 10-Nov-2020  |
|          |                                      |             |           |             |              |
|          |                                      |             |           |             |              |

**Change History**

| Ver. No. | Section | Date        | Change Information | RFC No. |
|----------|---------|-------------|--------------------|---------|
| 1.0      | All     | 03-Sep-2018 | New Release        | -       |
| 2.0      | All     | 16-Dec-2019 | Annual Review      | -       |
| 3.0      | All     | 02-Nov-2020 | Annual Review      | -       |
|          |         |             |                    |         |
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## Infrastructure Project Delivery Process

### 1.0 Objectives

The objective of this document is to define the process followed for the execution of Infrastructure Project Delivery projects.

### 2.0 Scope

This process applies to all processes, and or any sub-process related to the Infrastructure Project Delivery projects.

### 3.0 Policy

#### 3.1 Policy Statement

- Implementing the solution to provide optimal output and as per customer requirements

#### 3.2 Framework to Support or Implement this Policy

- The stated policy is implemented as per the procedure mentioned below

### 4.0 References to (checklists, forms, guidelines, lists, standards, templates, other processes)

| Process Element | Description                         | ID               |
|-----------------|-------------------------------------|------------------|
| Checklists      | NA                                  |                  |
| Forms           | Project Status Report (Dev / Infra) | QMS-L4-FR-PM-09  |
|                 | Project Plan                        | QMS-L4-FR-IPD-02 |
|                 | Issue Log (Migration)               | QMS-L4-FR-IPD-03 |
|                 | Implementation Document             | QMS-L4-FR-IPD-04 |
|                 | Project Proposal                    | QMS-L4-FR-IPD-05 |
|                 | Project Pre-requisite Document      | QMS-L4-FR-IPD-06 |
| Guidelines      | NA                                  |                  |
| Lists           | NA                                  |                  |
| Standards       | NA                                  |                  |
| Other Processes | NA                                  |                  |

### 5.0 Entry Criteria

| Inputs                 | Source Processes |
|------------------------|------------------|
| Request for Initiation | Sales Process    |
| Requirements Document  | Project Proposal |

### 6.0 Responsibilities

| Role | Responsibilities |
|------|------------------|
|------|------------------|

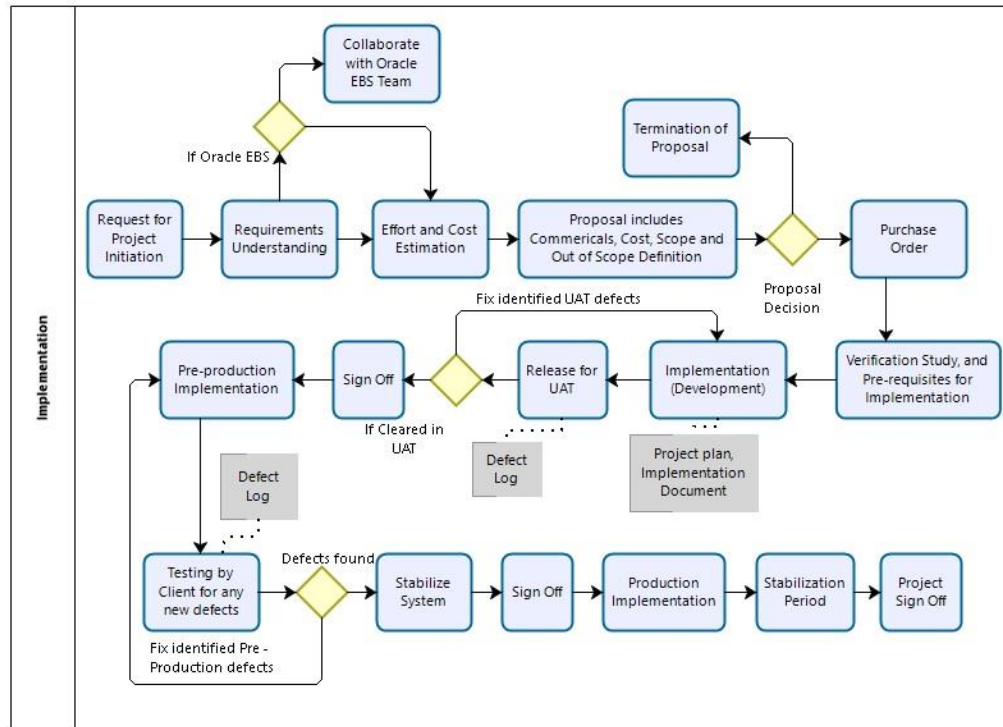
| Role   | Responsibilities  |
|--|---|
| <b>Project Manager</b>                         | <ul style="list-style-type: none"> <li>Revenue Realization <ul style="list-style-type: none"> <li>•Ensure Successful Delivery</li> <li>•On time resource fulfillment (New and Replacement)</li> </ul> </li> <li>Revenue Growth</li> <li>Improve Contribution Margin</li> <li>Ensure effective project Review</li> <li>Ensure no over delivery and follow the process</li> <li>Employee Engagement and development</li> <li>Compliance to Organization and delivery processes</li> </ul>   |
| <b>Executive – Delivery (Business Analyst)</b> | <ul style="list-style-type: none"> <li>Requirement Understanding</li> <li>Documentation</li> <li>Project Delivery</li> <li>Presales Support (applicable to only in-house Business Analysts)</li> </ul>  |
| <b>Executive – Delivery</b>                    | <ul style="list-style-type: none"> <li>Understanding the Functionality of the application and gaining expertise on the Functionality / Domain</li> <li>Developing innovative and creative approaches to address issues and challenges in the work group</li> <li>Ability to resolve the issues as per SLA and TAT</li> <li>On-time Communication &amp; Documentations</li> <li>Proactive Reporting timely updates and Escalations</li> <li>On time submission of time sheets</li> <li>Adherence to set support &amp; organization processes</li> <li>Providing daily, weekly and monthly MIS</li> </ul> |

## 7.0 Process Description

Implementation projects are a combination of different types of execution as stated below:

- **Migration** – This could be change in Technology, i.e. Changing from may be one type of Database Management System to another, or a change in the Operating System
- **Conversion** – This could be converting from one from of programming language to another from i.e. Converting the application from Visual Studio to Visual Studio .Net framework
- **Upgrades** – This form of projects to could generally be implementing the higher version of the same software i.e. Upgrading from Java1.4 to J2E
- **High Availability** – This type involves moving from may be a stand-alone system to a distributed environment

### Overview Diagram



## 7.1 Infrastructure Project Delivery

- The Sales team would initiate the project once they receive intimation from the customer
- The implementation team, would interact with the customer to understand and clarify the requirements
- If the project requirements clearly state the implementation of Oracle Enterprise Business Suite (Oracle EBS), the associated team is included as part of the project team
- The team estimates the cost and effort for the implementation project. Oracle EBS is involved in case the team is associated with the project. Else the team estimates the cost and effort for their line of execution
- The proposal which includes, the commercials, cost and effort estimations, scope of work based on the requirements understanding, and the out of scope section stating the activities that will not be include as part of the project execution.
- The proposal is sent to the client for evaluation and acceptance. Once the approval for the proposal is received. The Sales team shall follow up for the Purchase Order, to begin the execution of the project.
- The project prepares the work break down structure for the implementation of the project
- The project team will begin the Verification Study, and note the pre-requisites for the implementation process to start.
- Once the pre-requisites and the verification is done, the project moves into the Implementation phase of execution. This implementation is similar to the Development phase of a normal Software Development Lifecycle (SDLC).

- Once the implementation is done, the deliverable is given to the client for performing User Acceptance Testing. All defects identified are logged in the Issue Log, used by the implementation team.
- The project team will refer the Issue Log and fix the identified defects.
- The client provides the approval for all the defects logged in the Issue file which have been fixed and verified
- The project is setup in the Pre-Production environment; this is similar to the Testing environment of the usual SDLC.
- The same steps are followed, with the team implementing the proposed solution.
- This is followed by the User Acceptance Testing, to identify any defects, or issues that are encountered, or any of the earlier fixed defects have re-appeared.
- The Issue log captures all these identified and re-surfaced defects and issues.
- The fixes for the defects and issues is completed by the projects team, and is set up for client verification and approval
- The client approval and sign off is generally received only after the system has stabilized
- On receiving the sign-off, the solution is implemented in the Production environment and observed for a certain period. This is referred to a Stabilization period.
- On completion of the stabilization period, the project sign-off is received.
- The project will provide Weekly, or Monthly Status to the client and will record the status details in the format provided in the QMS
- If the duration of the implementation phase of the project is less than 2 weeks, the project could be exempted from creating the project plan, and work breakdown structure.

## 8.0 Quality Mechanisms

- Review of Effort and Cost estimates
- Review of the proposal
- Identification and logging of defects
- Verification of the defects fixed

## 9.0 Quality Objectives

| Sr. No | Objectives                     | Responsibility  | Frequency of Measurement | Reporting of Measurement | Target to Achieve |
|--------|--------------------------------|-----------------|--------------------------|--------------------------|-------------------|
| 1      | Critical Defects encountered   | Project Manager | On Project End           | No of Defects            | Not to exceed 3   |
| 2      | Project completion on schedule | Project Manager | On Project End           | Schedule Variance        | 70%               |
| 3      | Project Margin                 | Project Manager | On Project End           | Report from PMO          | 45%               |

**10.0 Identified Risk**

- All risks identified for the process will be recorded into the Risk Management Plan (RMP)
- Risks will be reviewed and monitored as per the agreed schedule

**11.0 Exit Criteria**

| <b>Outputs</b>                                |
|---|
| Proposal to the client                        |
| Project Plan                                  |
| Implementation document                       |
| Work Break down structure                     |
| Verification Study and Pre-requisite document |
| Issue Log                                     |