

Version History

Ver. No.	Authors	Date	Reviewers	Review Date	Release Date
1.0	COE Team	27-Aug-2018	QMF	31-Aug-2018	03-Sep-2018
2.0	COE Team	2-Dec-2019	QMF	13-Dec-2019	16-Dec-2019
3.0	COE 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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Centre of Excellence (CoE) Process

1.0 Objectives

The objective of this document is to define the process followed by the Centre of Excellence (CoE).

2.0 Scope

This process applies to all processes, and or any sub-process related to the Centre of Excellence (CoE).

3.0 Policy

3.1 Policy Statement

- To provide assists Delivery team in times of escalation with optimal solution, and create possible solution alternatives for requirements from Operations x

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	CoE Task Tracker	QMS-L4-FR-COE-01
	Risk Management Plan	QMS-L4-FR-MR-03
Guidelines	NA	
Lists	NA	
Standards	NA	
Other Processes	Application Development	
	Managed IT Services	

5.0 Entry Criteria

Inputs	Source Processes
	SAM, Sales
	Delivery team – Application and Infra

6.0 Responsibilities

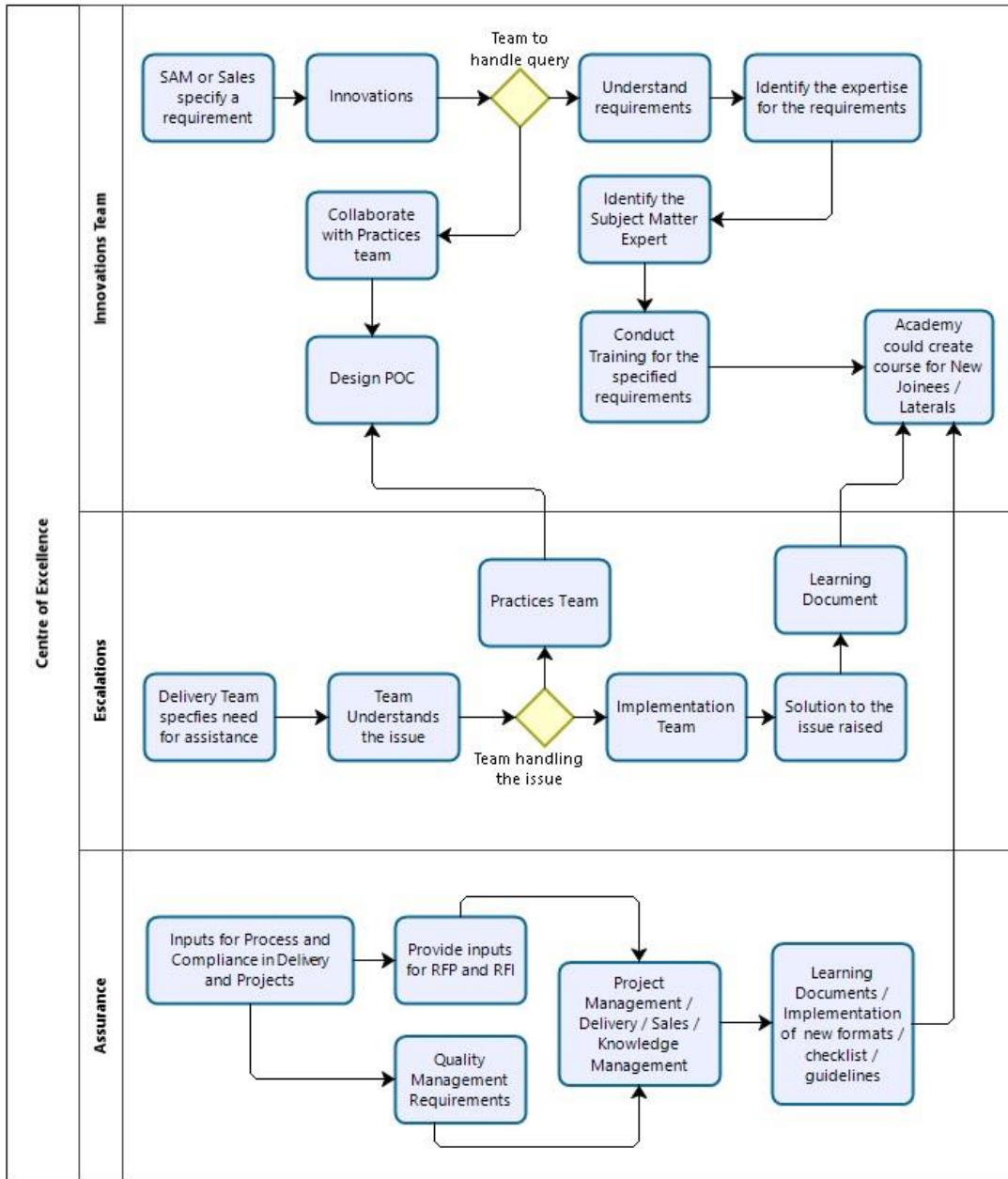
Role	Responsibilities
Head – CoE	<ul style="list-style-type: none">• On-going training and research system to ensure high-quality and capability in the entire team• Transforming QA group to ensure they become keepers of quality• Bring though leadership to adopt new challenges and changes in the technology world and preparing the team to take on new frontiers as the business transforms with on-going changes in demand• Identifying and Initiating internal projects to ensure efficient delivery operations• Forward looking in adopting newer technologies to boost existing operations• Lead Agile CoE operationalization and manage / continuously improve the service areas and resources• Engage leadership to drive transformation / adoption• Provide Operational Agile metrics and dashboards and provide feedback• Ensure the correct engagement and interaction models are followed, including escalations.• Guide the implementation and continuous integration with the standards to successfully support delivery covering business, technology and control
Manager CoE	<ul style="list-style-type: none">• To work on POC• To provide technical support to the delivery team• Recruit, train and support the technical team• Establish best practices through the entire technical support process• Follow up with client to identify areas of improvement• Develop daily, weekly and monthly reports on technical team's productivity• Provide client feedback to the appropriate internal teams – Delivery and Sales

7.0 Process Description

The CoE team is a shared team that provides or assists in leadership, best practices, research, support and / or training in a focus area. The area of focus could be the any functions or processes that are important to the business operations

The CoE at Clover Infotech, is associated with other functions at following areas of engagements

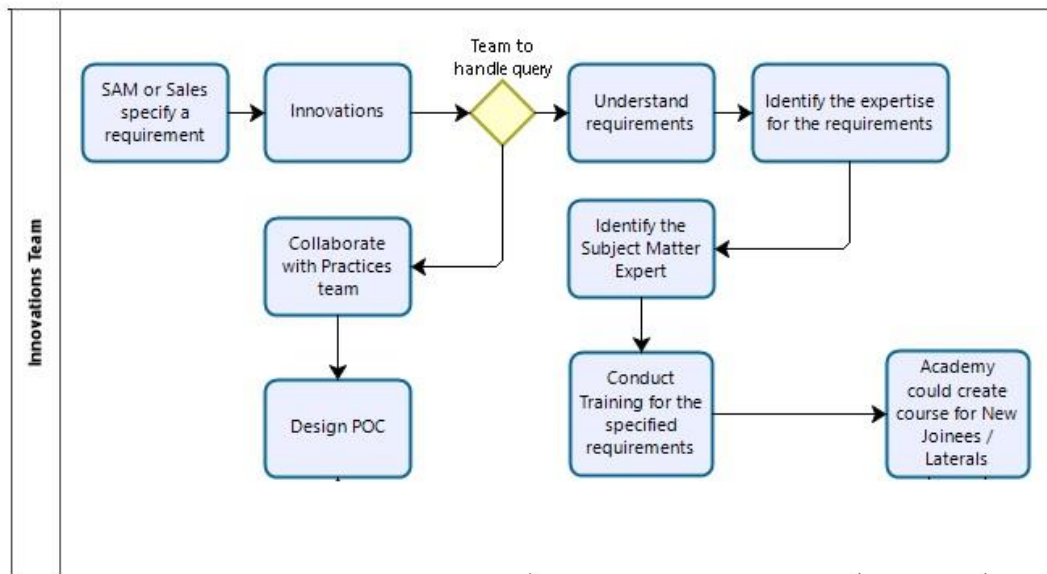
- Innovations and Functions
- Escalations
- Assurance



Overview Diagram

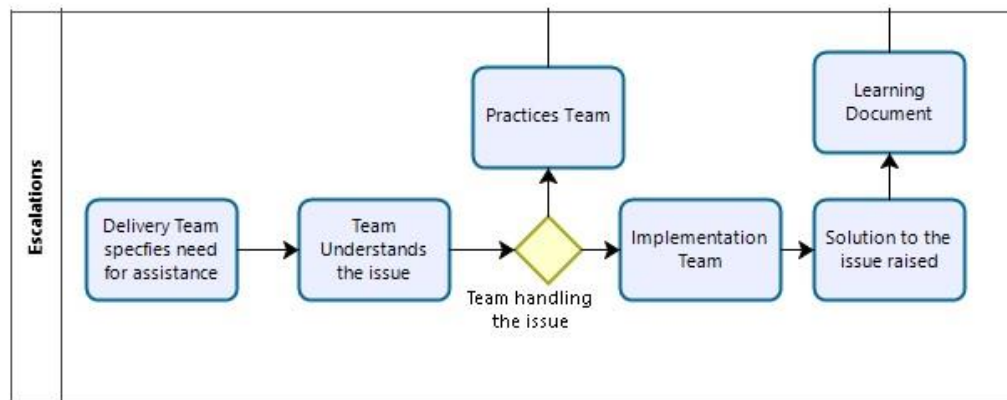
7.1 Procedure for Centre of Excellence Function

7.1.1 Procedure for Innovations and Functions



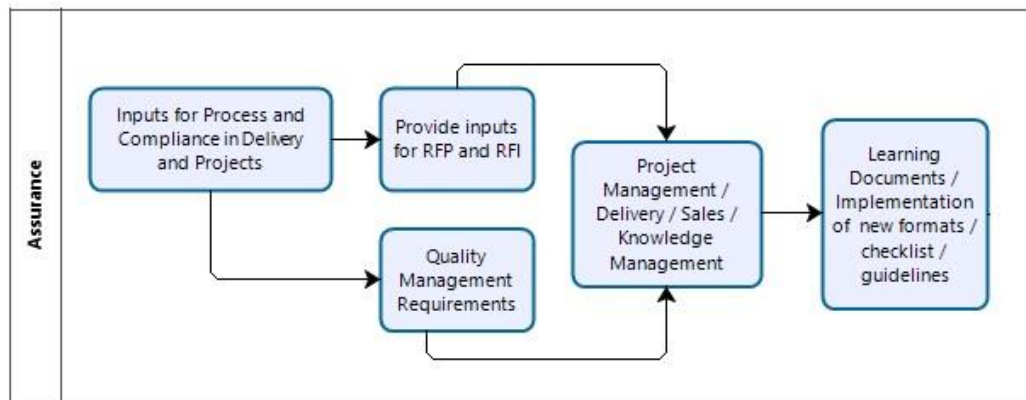
- The Sales and SAM teams are responsible for providing the pitch for a project
- They also collaborate with the client for cases wherein a possible solution or a new method of executing the services could be introduced.
- The teams initiate this discussion with the CoE, which has the necessary expertise and capabilities to coordinate with the other teams in the organization
- Based on the requirements from the client servicing teams, the CoE would either get the Practices Team on board to provide a solution, if it the requirement looks at developing a new method of project execution
- The Practices team may propose and design a Proof of Concept to exhibit it as an alternative or a possible solution to the requirement mentioned.
- The POC could also be a starting point for a new engagement with the client. And going forward could development into a service provided
- Once the solution has been roll-out and has had successful implementation
- The Project team would generate a learning document as part of their project learnings
- In case the requirement is to know if in the current engagement / project that has employed a particular technology, how could the other features or function from the tool implemented be utilized by the client
- In this scenario, the CoE would have the Subject Matter Expert (SME) of the technology / tool, to provide the necessary guidance and mentoring to the resources in the project.
- The SME would create a learning document for the resources at work, and provide assistance by conducting trainings to new resources and the lateral joinees through the Academy function.

7.1.2 Procedure for Escalations



- Assistance from CoE could be required by the Delivery team in situations of escalations
- In case resources are striving hard to finish a particular issue, which would not have been encountered before
- The Delivery team could get in touch with the CoE to provide SME's to check on the issue and provide an optimal solution to the problem at hand.
- The SME, would then understand the issue and either suggest the Practice team to provide a POC for resolution of the problem
- The other alternative would be to involve members from the Implementation team to provide a solution to the problem with their research and understanding
- Once the issue has been resolved, both the teams would have to create a learning document and provide the consulting with regards to the training through Academy
- The Academy, would subsequently modify their training material and introduce the new technique as part of their teaching curriculum

7.1.3 Procedure for Assurance



- CoE function has the Process and Quality team, which looks in to the Quality Assurance (QA) aspect of the functions and projects.
- The Quality team would during their regular Project Compliance Review would gather and examine different documents and tools to ensure the diligent use of the processes defined.
- QA could collate the data, formats, guidelines from such inspections and meetings and check the generic implementation of the same across the organization
- The documents which are project specific could be upgraded to be implemented across all similar projects.
- Subsequently bringing in the change in the Quality Management System, after it through examination and review from the subject experts and discussion with the seniors
- The QA team could be involved in providing their inputs during the creation, and submission of Request For Information (RFI) and Request For Proposal (RFP); pertaining to the quality aspect that would be implemented during the execution of the project
- The Delivery teams shall share the project plans and estimates with the CoE for review and approval
- The inputs could involve not just the processes to be followed but also the subsequent outputs that would be generated from the processes.

8.0 Quality Mechanisms

- Review of Proof of Concept
- Review for the effort estimations
- Review of Project plan

9.0 Quality Objectives

Sr. No	Objectives	Responsibility	Frequency of Measurement	Reporting of Measurement	Target to Achieve
1	Number of Innovation Tasks	COE Team	Monthly	CoE Task Tracker	70%
2	Number of Escalation Tasks	COE Team	Monthly	CoE Task Tracker	70%

3	Number of Assurance Tasks	COE Team	Monthly	CoE Task Tracker	70%
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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*

<i>Outputs</i>
<i>CoE Task Tracker</i>