









- 
- **R&C GOL Update – Ahold Delhaize**
 - **CGRLH – May 2021**

June 08th 2021

Ops Delivery Health Dashboard

L4 Account	Overall Risk Score	Open High Risk	Key Contractual Compliances Score	Operations Process Incidents Reported	Phishing Incidents	Data Privacy Assessment Status	Data Privacy Assessment - High Severity Open Gaps	Client Audit - Significant Observation status
Ahold	14	0/1	4			0/40	33/33	

KPI	Definition	May'21	Details
Open High Risks	Open High risks for High-risk Service Lines		No open high risk
Key Contractual Compliances	Accounts with non compliances to key contractual obligations tested (10 key KPIs)		>1 Logical Access Defect (Delay reported by ops) >BGC defect - For 1 Digital employees Court and Credit check not done
Data Privacy Assessment Status	PIDs in each account for which the DP Assessment is not completed		No Pending
Data Privacy – High Severity Open Gaps	PIDs in each account with open High Severity gaps		33 gap are open regarding SOP as on 1st Jun' 21 - India -17,US - 10 & Europe - 6
Icon	Assessment status		100% Adoption
Mandatory Training	To be completed in time		28 employees are due for GP mandatory training. India - 20, US - 5 & Europe - 3
BYOD	Achieve zero BYOD		No BYOD
Email sending rights	Band 5 : Complete restriction Band 4 : Limited access for whitelisted domains		Identification of Whitelisted domains completed, Ops to complete DL inclusion for the restriction. UAT in progress awaiting Ops to close the DL's)

Logical Access Revocation

OHR	Name	Month	Date of Movement/Exit	Item Type	Reason	Client Informed	Date Client Informed	Status
703067722	Vakada, Sanjeeva	April	20-04-2021	Deactivation	Exit	Yes	23-04-2021	Delayed Revocation- delay ranging from 1-5 due to employee has absconded and resignation raised by HR after 40 days as requested by employee

Digital team BGC

Ddescription	Defect Type (Design / Operating Effectiveness)	Month	OHR	Employee Name	Allocation Start Date	Observation
KPI: BGC not completed for additional checks. (Other than Genpact Standard checks).	Design	April	703279393	Venkat Ramana, Kurpavallu	10-04-2021	Court and Credit check not done

DP Gaps – India & US as on 01st June 2021

Assessor/ SDL	Gap Created date	Process Name	COE Region
Kopalle, Sivaprasad 303002958	4/9/2021	General Ledger Part 1	India – EU
Kopalle, Sivaprasad 303002958	4/12/2021	R to R - General Ledger	India – EU
Kopalle, Sivaprasad 303002958	4/12/2021	Assets Management-RTR	India – EU
Kopalle, Sivaprasad 303002958	4/12/2021	Stock accounting - NL	India – EU
Kopalle, Sivaprasad 303002958	4/12/2021	Store Administration NL/BE	India – EU
Kopalle, Sivaprasad 303002958	4/12/2021	Store Administration CZ	India – EU
Kopalle, Sivaprasad 303002958	4/12/2021	Real Estate- RTR OJT	India – EU
Kopalle, Sivaprasad 303002958	4/12/2021	Ahold Delhaize	India – EU
Kopalle, Sivaprasad 303002958	4/12/2021	Ahold Delhaize - Belgium RTR	India – EU
Kopalle, Sivaprasad 303002958	4/12/2021	Ahold Delhaize - Belgium OTC	India – EU
Kopalle, Sivaprasad 303002958	4/12/2021	Ahold Delhaize - Romania RTR	India – EU
J, Narayanan 703239665	3/26/2021	AP trade -PTP CZ Part 1	India – EU
J, Narayanan 703239665	3/26/2021	AP trade - NL-PTP	India – EU
J, Narayanan 703239665	3/26/2021	Bank and payments PTP- Part 1	India – EU
J, Narayanan 703239665	3/26/2021	Franchise NL/BE-OTC- Part 1	India – EU
J, Narayanan 703239665	3/26/2021	AR & billing-CZ/ NLOTC- Part 1	India – EU
J, Narayanan 703239665	3/26/2021	AP cost - NL-PTP	India – EU
Maddirala, Kalyan 703007817	3/30/2021	OTC Collection Management/AR	India – US
Maddirala, Kalyan 703007817	3/30/2021	OTC AR Cash application	India – US
Maddirala, Kalyan 703007817	4/7/2021	OTC Credit Memo/Manual Billing	India – US
Maddirala, Kalyan 703007817	3/30/2021	OTC Customer Queries/invoicing	India – US
Maddirala, Kalyan 703007817	3/30/2021	OTC Charge Sales Invoicing	India – US
Phanindranath, Nimmagadda 703055685	4/20/2021	RTR Accounting-OTC-Prepare	India – US
Phanindranath, Nimmagadda 703055685	4/19/2021	Ahold Delhaize Transition	India – US
Phanindranath, Nimmagadda 703055685	4/19/2021	RTR Customer Sales Audit	India – US
Phanindranath, Nimmagadda 703055685	4/19/2021	RTR Pharmacy Reserves	India – US
Phanindranath, Nimmagadda 703055685	4/19/2021	RTR-OTC Standard Activity	India – US

DP Gaps – Europe as on 01st June 2021

Assessor/ SDL	Gap Created date	Process Name	COE Region
Drent, Daniel 605000237	3/29/2021	HRO-Ahold-NL-Wormer-Chng Mgmt.	Europe
Drent, Daniel 605000237	3/29/2021	NL-Wormer-HR Administration	Europe
Drent, Daniel 605000237	3/29/2021	HRO-NL-Wormer-Maint. & Ctrl.	Europe
Drent, Daniel 605000237	3/29/2021	HRO-NL-Wormer-Payroll Admin	Europe
Drent, Daniel 605000237	4/6/2021	F&A-Ahold-NL-Wormer-Svc. Desk	Europe
LABUZ, MAGDALENA 790000287	4/16/2021	50538601_F&A - Ahold - Poland	Europe

iCon status

Account	Completed On Time	Completed With Delay	Grand Total	Adoption %
Ahold	172	7	179	100%

Owner	Completed On Time	Completed With Delay	Grand Total
Amit Chakraborty	2		2
Archana Enrichetta	18		18
Daniel Drent	11		11
Gopi Gandikota	14	2	16
Hemanth Kumar Yadhula	20		20
Kalyan Maddirala	19		19
Narayanan J	8		8
Nimmagadda Phanindranath	19		19
Paul Vessies		5	5
Pradeep HK	3		3
Sivaprasad Kopalle	49		49
Sunil Bhattacharya	8		8
Surinder Singh	1		1
Grand Total	172	7	179

Mandatory Trainings as on 31st May 2021

User ID	User Full Name	Region	Remarks
760007423	Vega, Alondra	Europe	
605000497	Zoubir, Zakaria	Europe	
730005349	Jaskolowski, Sebastian	Europe	Completed - Technical issue in i learn
303011731	John, Mary	India - EU	
703288011	Pokharana, Shailesh	India - EU	
703287555	Nagulapati, Naveen Kumar	India - EU	
703096329	Kumar, B. Sreenivas	India - EU	
703287323	KARIMILLA, PRADEEP KUMAR	India - EU	Joined on May 27th, System is yet to be assigned. Will complete the training ASAP
703287324	MAHESH, MARAJU	India - EU	Joined on May 27th, System is yet to be assigned. Will complete the training ASAP
703287330	shaganti, Ganesh	India - EU	Joined on May 27th, System is yet to be assigned. Will complete the training ASAP
703287023	Gopidi, Naveen	India - EU	Joined only on May 22nd , System is yet to be assigned. Will complete the training ASAP
703285874	Daga, Ashwini	India - EU	Joined only on May 13th - awaiting for the system from IT. Will complete the training ASAP
703251889	Nemuri, Shivani	India - EU	Resource on Long Sick leave. Will ask the resource to complete once she joins back
703249631	Thogati, Shravya	India - EU	
703228686	swamy, Jangam	India - EU	
703205516	Surya Pavan, Avasarala	India - EU	
703193975	Anumula, Uma Manasa	India - EU	
703287622	JINNA, VIGNESH	India - EU	
703287537	., Mohd Imran	India - EU	Joined on May 31st, System is yet to be assigned. Will complete the training ASAP
703286235	RAVINDRA REDDY, YENGALA	India - EU	Joined only on May 17th - awaiting for the system from IT. Will complete the training ASAP
703247972	Preethipa, M	India - EU	
703248420	Yarragunta, Lokesh Kumar Reddy	India - EU	
703134772	Thumma, Praveen Kumar	India - EU	
703219912	Nalla, Santosh	India - US	Effectuated with Covid
703128123	Bobbili, Yashwanth Kumar	India - US	
703287792	Shravan, Patthi	India - US	
703286687	Kumar, Vurakaranam Revanth	India - US	
703286684	Kumar, Barla Sai	India - US	