

Proposal for enhancement of the App Insights Dashboard

Proposal Submitted To



Proposal Presented By



Novigo IT Solutions

Office No 1402, Floor 14, North Wing, City Tower 2,
Sheikh Zayed Road, Dubai, UAE

1 Management Summary

STC (hereafter also referred to as ‘The Client’) wishes to obtain the services of highly qualified and capable vendor(s) like **Novigo Solutions** to provide services for enhancing the existing App Insights Dashboard which is also called as VP Dashboard.

The following proposal has been prepared in response to the client’s request for these services. We have carefully reviewed your key business requirements and are extremely pleased to be able to provide the enclosed proposal that addresses all the functional, technical, and consulting service requirements.

We offer end-to-end timely solutions that feature modern technologies to deliver rapid business process development and integration. It is achieved with a scalable solution, cost-saving delivery model, robust testing, and support methodology. We are attuned to the client’s long-term interest and give extra emphasis on minimal coding requirements, avoidance of invasive systems integration techniques, and ease of maintenance.

We are **Microsoft Gold Partners & UiPath Diamond Partners** having in-house certified professionals & consultants. We are also **Sales & Delivery Partner for OutSystems** with in-house certified professionals supporting rapid application development. In addition, we are **Sales and Implementation Partner for DataRobot**, a leading AI platform that helps enterprises build, scale, and monitor their AI initiatives. Also, we have recently partnered with **SAP Hybris** as their Functional and Implementation Partners to address the enterprise e-commerce needs.

We greatly appreciate the opportunity to submit this proposal to **STC** and have made every effort to provide a comprehensive yet concise proposal.

Novigo Solutions, hereafter will also be referred to as “The Vendor”.

Due to this pandemic situation, we have decided to support all the organizations by adapting to an aggressive pricing strategy.

Thanks and regards,

Mohammed Jarood

Co-Founder & Chief Operations Officer

GSM: +91 9886929050 (INDIA) | +971 50 681 0713 (UAE)

Email: mjarood@novigosolutions.com

Website: www.novigosolutions.com



Table of contents

1	MANAGEMENT SUMMARY	1
2	SCOPE OF WORK	3
2.1	AOP INTEGRATION	3
2.2	SCORECARD SCREEN REVAMP.....	5
2.3	GENERAL SETTINGS REVAMP	6
2.4	NOTIFICATION SYSTEM PAGE ENHANCEMENT.....	7
2.5	STRATEGIC THEMES DETAILED PAGE ENHANCEMENT	8
2.6	DATA GOVERNANCE COMPLIANCE CR	9
2.7	NON-COMPLIANCE SUMMARY PAGE	10
2.8	INTERNAL CUSTOMER SATISFACTION CR.....	11
2.9	CCR RATIO	12
2.10	DR CARD.....	13
2.11	AUDIT CARDS.....	14
2.12	SECURITY FINDING CARDS	15
2.13	AO MAJOR KPI's CARD	16
2.14	SYNTERGY DIGITAL COMMUNITY	17
2.15	WORK STREAMS.....	18
2.16	QOC SURVEY TRACKER	19
2.17	CONFIGURATION CARD.....	20
2.18	OUT OF SCOPE	20
2.19	ASSUMPTIONS	20
2.20	EXPECTATIONS FROM STC	21
3	SOLUTION ARCHITECTURE.....	ERROR! BOOKMARK NOT DEFINED.
4	TIMELINES.....	ERROR! BOOKMARK NOT DEFINED.
4.1.1	<i>Project timeline</i>	<i>Error! Bookmark not defined.</i>
4.1.2	<i>Tentative Sprint Plan</i>	<i>Error! Bookmark not defined.</i>



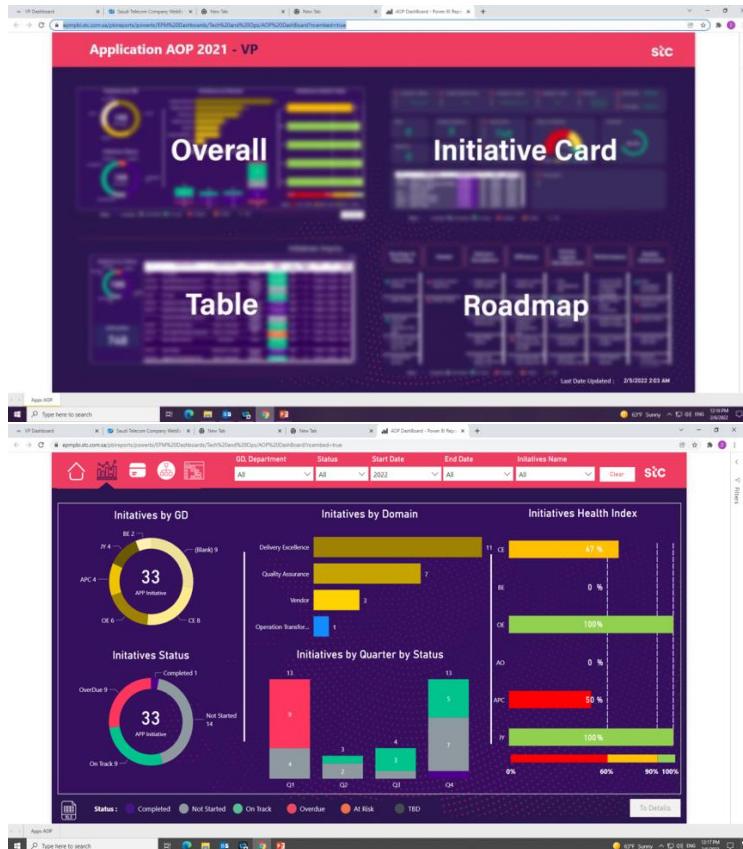
2 Scope of Work

The Scope of the engagement is to work on the following enhancements for the App Insights dashboard which is also called as VP dashboard

2.1 AOP Integration

Requirement:

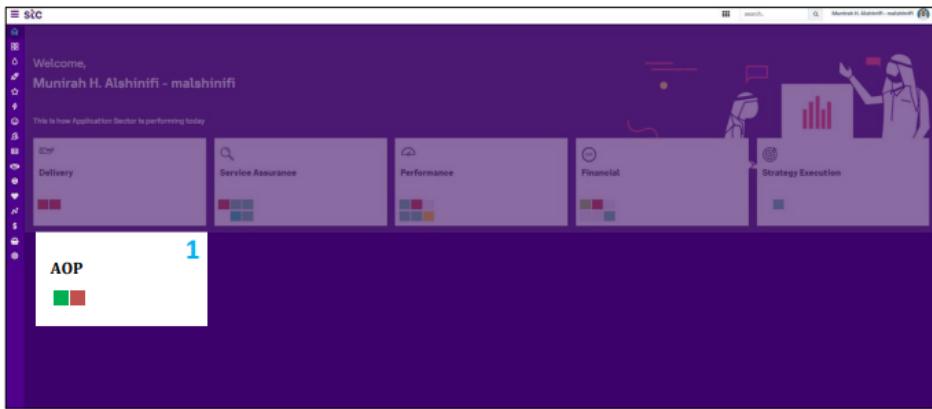
The VP needs to view the AOP Dashboard, which is developed using Power BI in the AID application



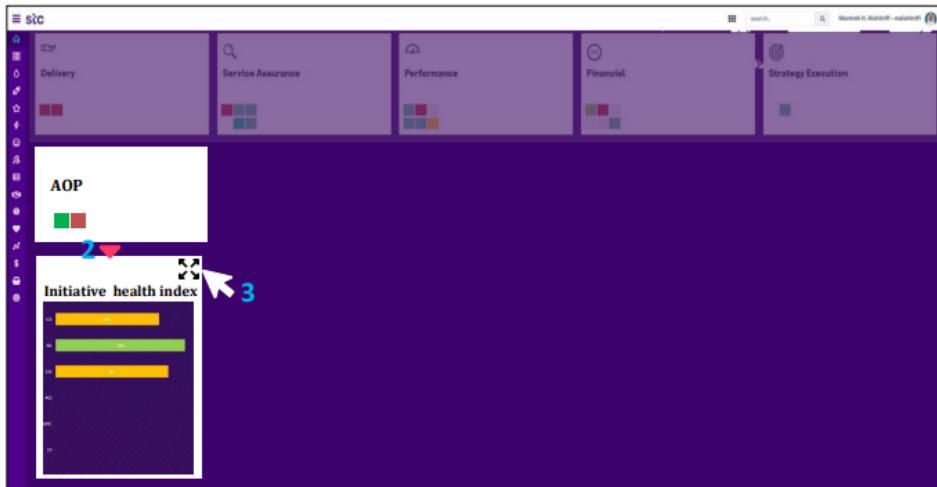
In-Scope:

- Integration of the Power BI AOP dashboard to the AID system through API's provided by EPM Team.
- Provide the required Power BI links and credentials to access the same.
- Discussion with the EPM and Data power team whenever necessary.
- Ability to view only the main charts of the AOP dashboard in AID.





- Ability to view a detailed page of AOP EPM in AID



- Ability to provide a link in AID that can direct to the AOP EPM original dashboard



Out of scope:

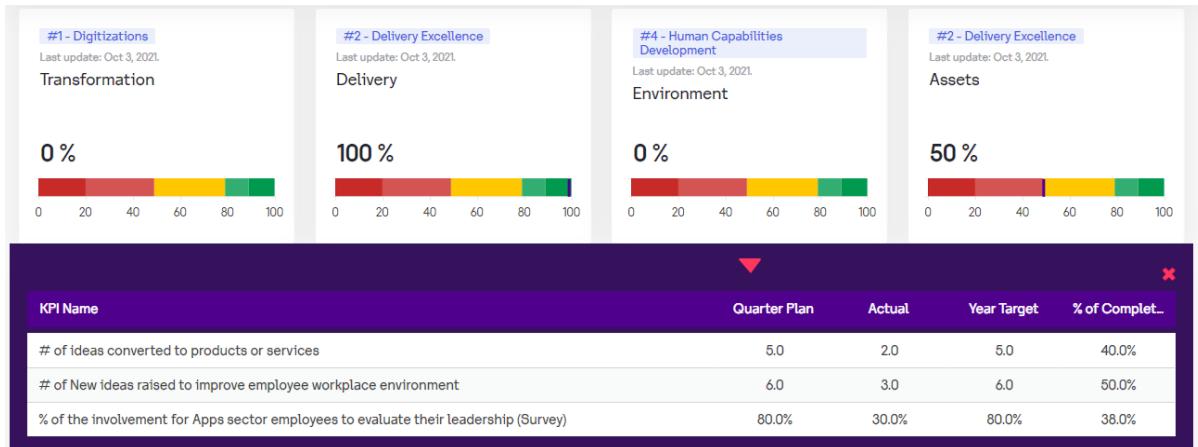
- Adding new KPIs and Widgets to the AOP dashboard.
- Creation of any dashboard in PowerBI



2.2 Scorecard screen revamp

Requirement:

The application sector scorecard screen needs to be redeveloped like the Strategic themes screen shown below



In-Scope:

- Business Requirement call with the respective owner
- Redevelopment of application sector scorecard screen from scratch.

Assumptions:

- The previous excel template would be discarded and Novigo Team would have the flexibility to design a new template

Out of scope:

- Addition of any new KPIs apart from the existing

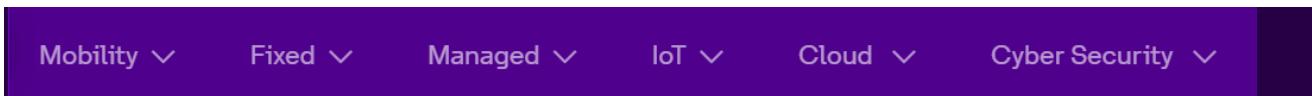


2.3 General Settings Revamp

Requirement:

Admins and users with access to edit multiple screens are finding it hard to reach to the data entry section due to many tabs. So, the general setting screen needs to be revamped to group the screens based on their domain

Recommended design: grouping the cards by domain with a drop-down menu



Note: the bar is captured from STC's original website

In-Scope:

- Revamping the general setting screens for ease of use of data entry by grouping them based on the domain

Assumptions:

- The design can be implemented to match with the existing UX design and not limited to the design shown in the above figure.

Out of scope:



- No new tabs to be added. Grouping to be done only for existing tabs in the current AID



2.4 Notification system page enhancement



Requirement:

Current notification logic works based on the last updated date and the frequency of the screen. The emails are sent to all the people who have edit access to the screen irrespective of if they are responsible required to enter the data or not.

The proposed enhancement would provide the admin ability to assign concerned people for whom notification should be sent, along with an ability to set an escalation hierarchy for whom the email would be sent if the concerned person fails to update data in 'X' days.

The admin would also have the ability to set start and end date for the individual screens so that the reminder emails would be triggered only within the specified date window.

Below 3 designs are the wireframes on the proposed screen

Domain card	Assigned to	Escalated to	ON / OFF	Start Date	End Date	Frequency	Comment
<input type="button" value="Option 1▼"/>	Muneera	Sultan	<input checked="" type="checkbox"/>	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value="Option 1▼"/>

Domain card	Assigned to	ON / OFF	Start Date	End Date	Frequency	Escalated to	
<input type="button" value="Option 1▼"/>	Muneera	<input checked="" type="checkbox"/>	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value="Option 1▼"/>	Sultan

Domain card	Assigned to	ON / OFF	Start Date	End Date	Frequency	Escalated to	
<input type="button" value="Option 1▼"/>	Muneera	<input checked="" type="checkbox"/>	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value="Option 1▼"/>	Sultan

In scope:

- Creating a separate notification management screen which would include all the functionalities specified in the requirement

Out of Scope

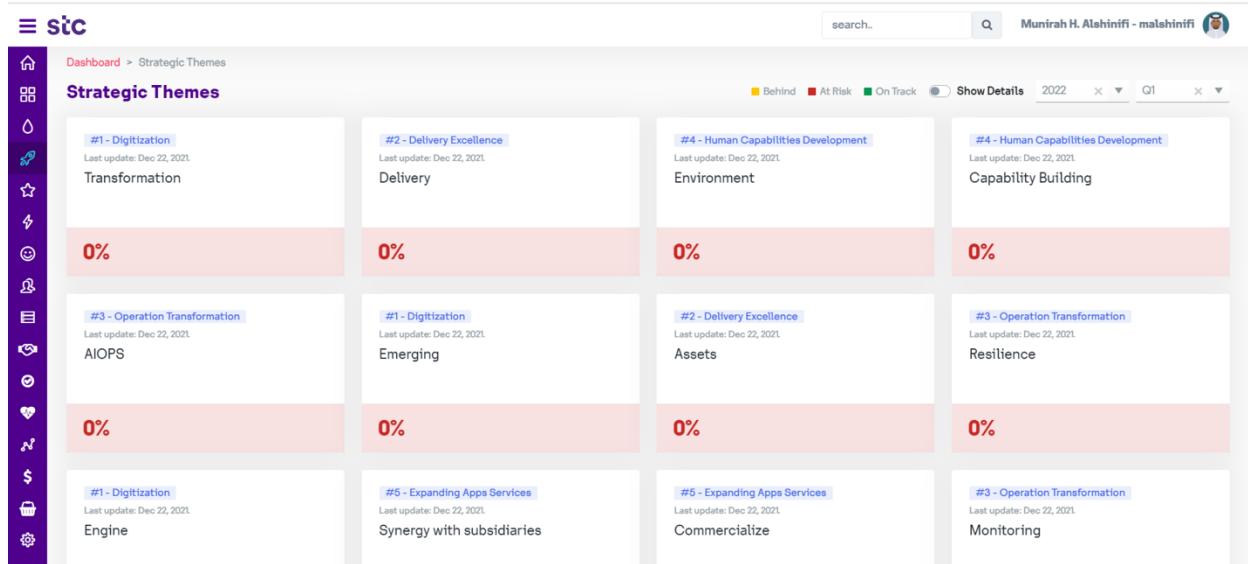
- Anything not explicitly mentioned in the Requirement section



2.5 Strategic themes detailed page enhancement

Requirement:

The current view in the strategic themes screen shows the data across the Application sector and the user does not have the ability to view the data with respect to a particular GD. The proposed enhancement would tackle this drawback by providing an ability to the user to filter the data by GD.



In scope:

- Providing the filters for GD selection
- Changes in Data entry screens to facilitate the GD wise data entry
- Changes in excel template to capture GD wise data
- Business Requirement call with the respective owner

Assumptions:

- The existing template shall be modified to provide GD wise data
- Overall data can be calculated from GD wise data

Out of scope:

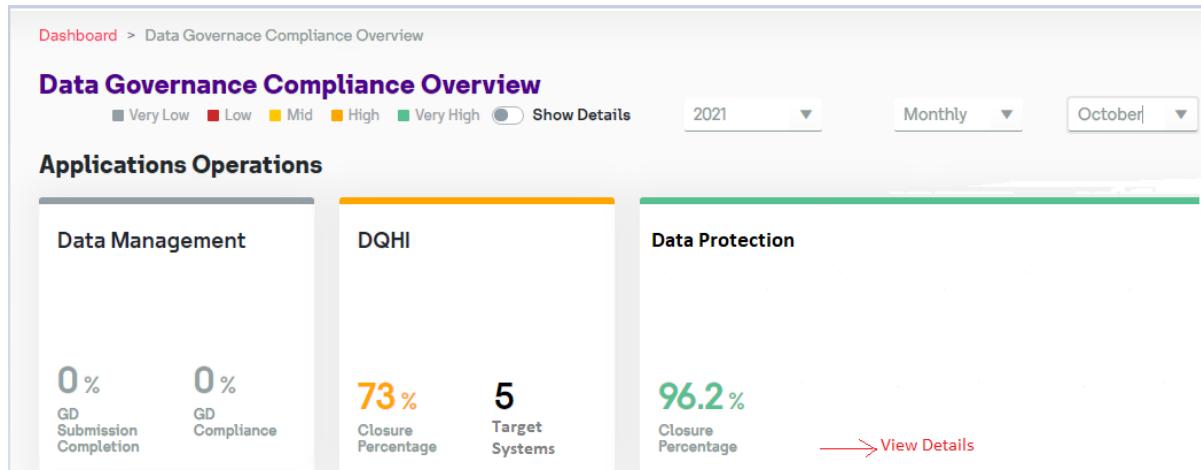
- Anything not explicitly mentioned in 'In Scope'



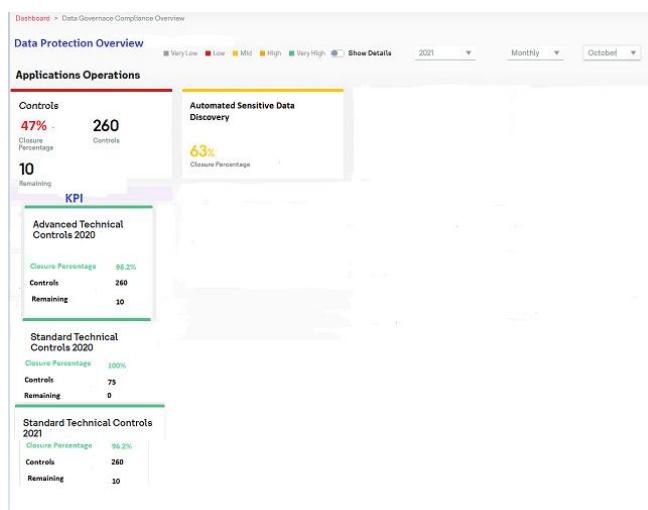
2.6 Data governance compliance CR

Requirement:

Data governance Screen currently shows the data protection control cards as individual items. The requirement is to combine all the Data protection cards into a single card as shown below



Introduce a new screen for displaying the data protection details and to group the cards based on their domain



In-Scope:

- Combining Data protection Cards
- Implementation of new Details Screen
- Excel template changes to capture the domain of the Cards

Out of Scope

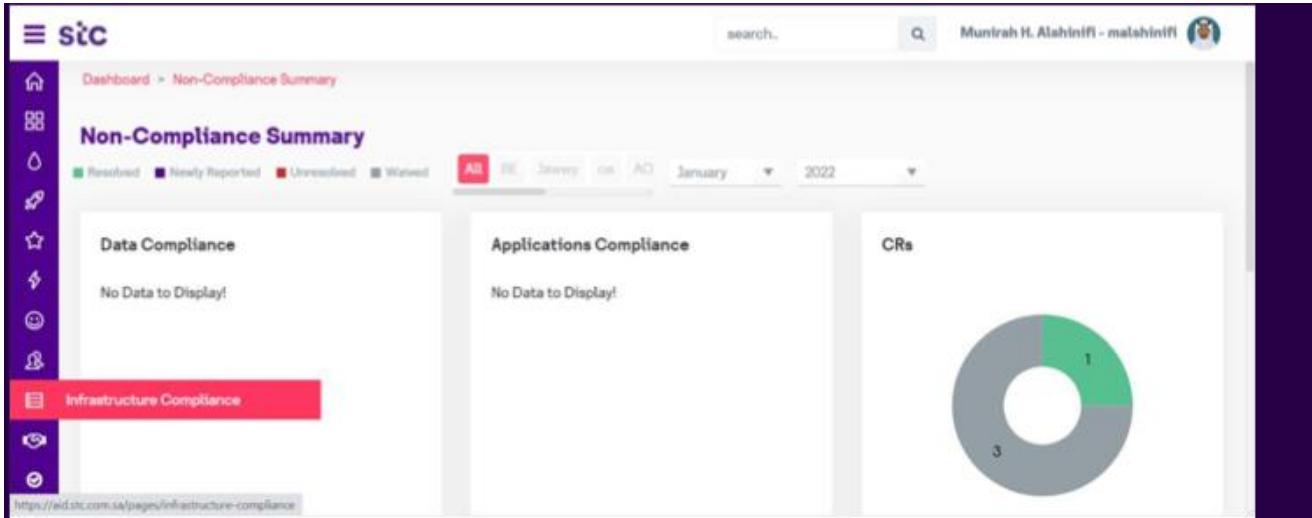
- Any changes to DQHI and Data Management Cards
- Anything not explicitly mentioned in section In Scope



2.7 Non-Compliance summary page

Requirement:

In the Non-Compliance summary screen, the GD filter is having more GDs to display, hence a slider is coming in the screen. The slider needs to be removed and the GDs should be sorted alphabetically.



In-Scope:

- Removing the slider from the screen to display all GDs
- Ensure alphabetical consistency when displaying the GDs

Out of scope:

- Any other functional-related changes to the screen.
- Addition of any new metrics
- Anything not explicitly mentioned in section In Scope

2.8 Internal customer satisfaction CR

Requirement:

Currently, in Internal Customer satisfaction screen, the average satisfaction score is being calculated as the average of all 3 systems. This needs to be removed and the user should have the ability to enter the average satisfaction score directly.

In-Scope:

- Remove the existing average score calculation logics
- Change in data entry and templates to capture average score
- Change in Data entry screens.

Out of scope:

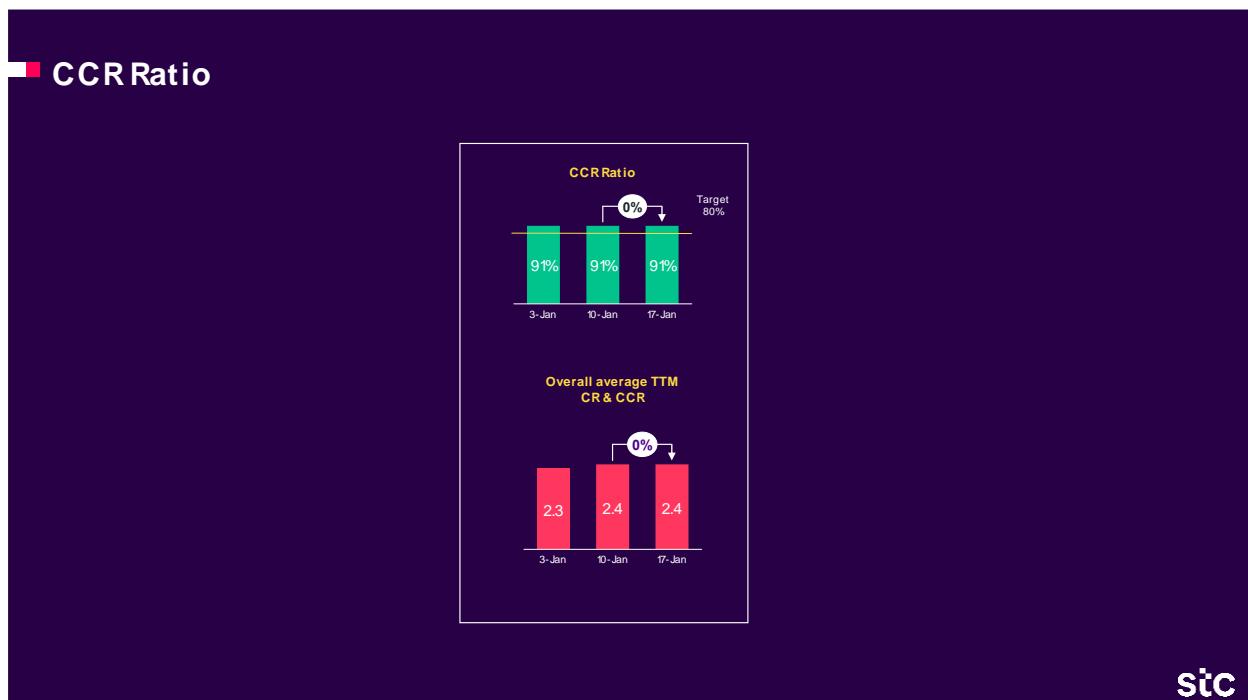
- Introduction of any other calculations in the screen
- Anything not explicitly mentioned in section In Scope



2.9 CCR Ratio

Requirement:

Addition of a new cards for displaying the CCR ratio relevant metrics.



stc

In-Scope:

- Building 2 separate cards – 1st card showing the CCR ratio and 2nd card showing the Overall Average TTM CR and CCR
- Building 2 separate data entry screens for the each of the above card to be added in the dashboard
- Building template upload feature and deciding templates.
- Addition of new domain
- Business Requirement call with the respective owner

Out of Scope:

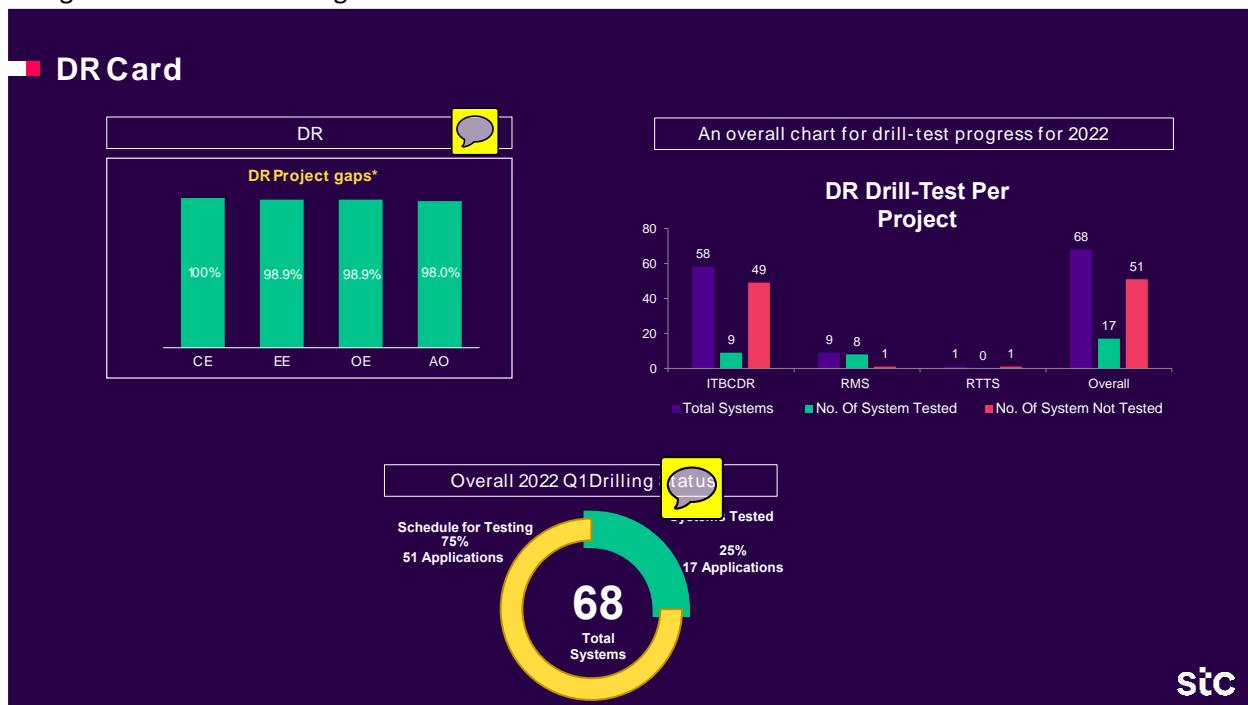
- Detailed screen development
- Any additional KPIs apart from the two mentioned - CCR ratio and Overall Average TTM CR and CCR
- Data Integration



2.10 DR Card

Requirement:

Addition of a new card for displaying the DR details. There will be a detail screen for displaying the details along with filters for viewing historic data.



In-Scope:

- Building Card to show the DR details in the dashboard
- Detail screen development
- Building Data entry screens
- Building template upload feature and deciding templates.
- Business Requirement call with the respective owner

Out of Scope:

- Data Integration
- Any additional KPIs apart from the one's displayed in the screenshot



2.11 Audit cards

Requirement:

Addition of a new card for displaying the Internal and external audit details by GD and overall. There will be a detail screen for displaying the details along with filters for viewing historic data.



In-Scope:

- Building Card to show the DR s in the dashboard
- Detail screen development
- Building Data entry screens
- Building template upload feature and deciding templates
- Business Requirement call with the respective owner

Out of Scope:

- Data Integration
- Any additional KPIs apart from the one's displayed in the screenshot



2.12 Security finding cards

Requirement:

Addition of a new card for displaying the security finding related KPIs details by GD and overall. There will be a detail screen for displaying the details along with filters for viewing historic data.



In-Scope:

- Building Card to show the Security Findings cards details in the dashboard
- Detail screen development
- Building Data entry screens
- Building template upload feature and deciding templates
- Business Requirement call with the respective owner

Out of Scope:

- Data Integration
- Any additional KPIs apart from the s displayed in the screenshot



2.13 AO Major KPI's card

Requirement:

Addition of a new card for displaying the AO Major KIPs. There will be a detail screen for displaying the details along with filters for viewing historic data.



In-Scope:

- Building Card to show the AO Major KPI details
- Detail screen development
- Integration with existing database/APIs for fetching data.
- Business Requirement call with the respective owner

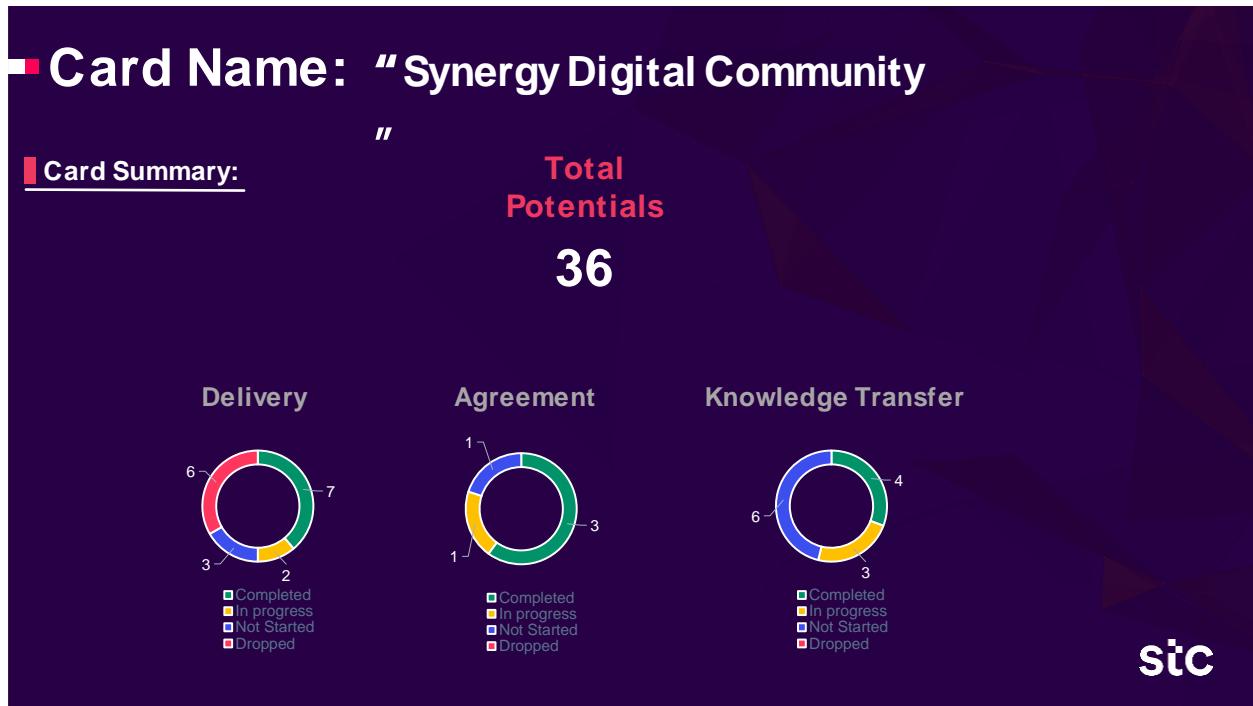
Out of Scope:

- Any additional KPIs apart from the one's displayed in the screenshot

2.14 Synergy Digital Community

Requirement:

Synergy Digital Community is the new domain to be added which will have the card displaying the below details



In-Scope:

- Building Card to show the Delivery, agreement, and Knowledge transfer details in the dashboard
- Building Data entry screens
- Building template upload feature and deciding templates
- Business Requirement call with the respective owner

Out of Scope

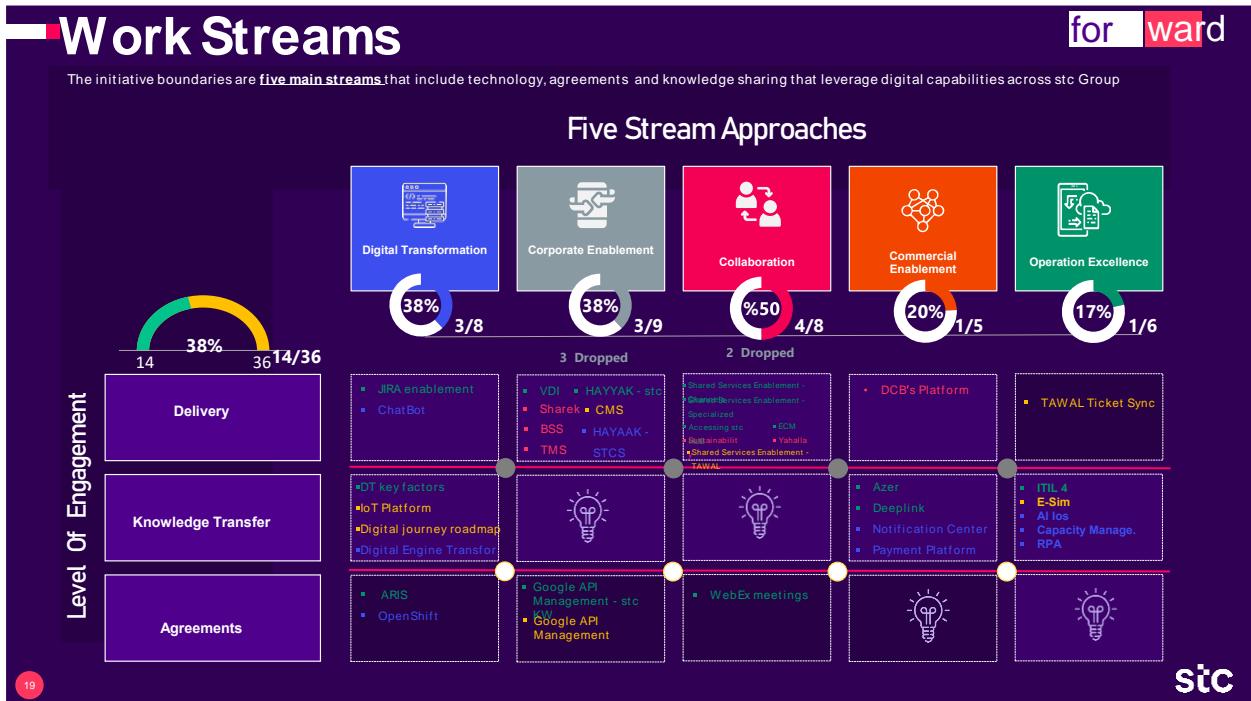
- Data Integration
- Anything not explicitly mentioned in section In Scope



2.15 Work streams

Requirement:

Work streams is the detailed screen required to be developed for Synergy Digital Community.



In-Scope:

- Detail screen development
- Building Data entry screens
- Building template upload feature and deciding templates
- Business Requirement call with the respective owner

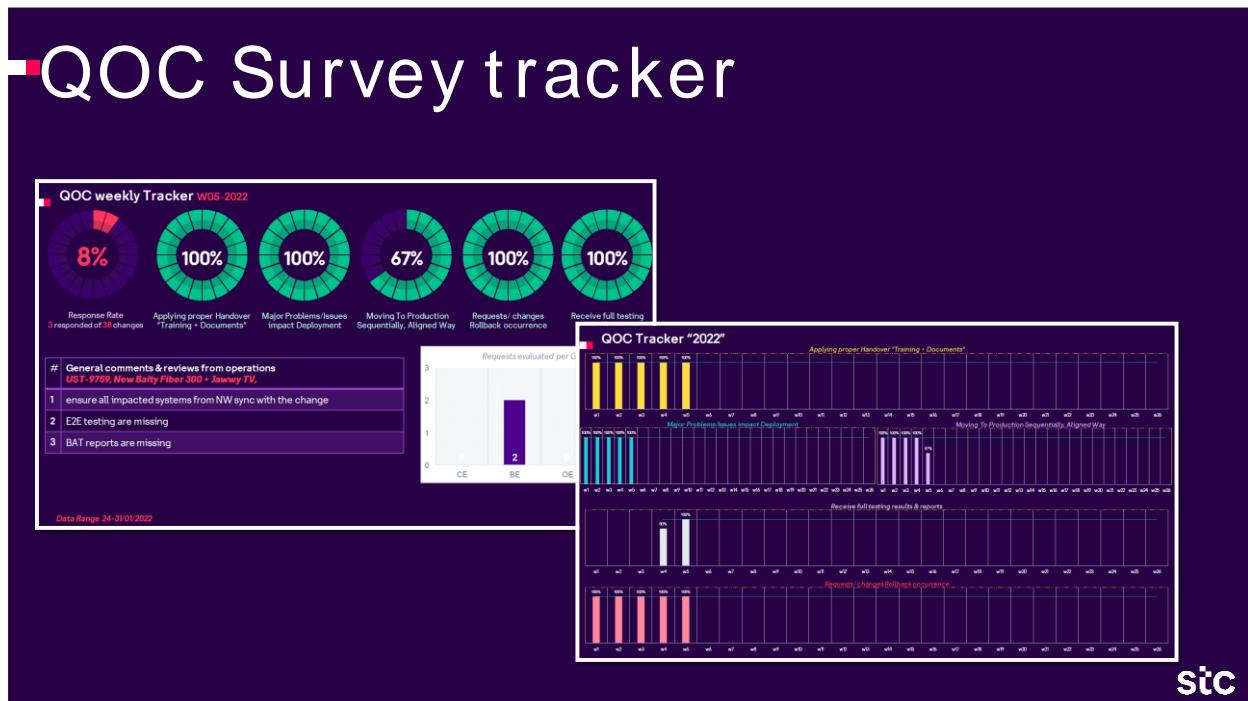
Out of Scope

- Data Integration
- Anything not explicitly mentioned in section In Scope
- Any additional KPIs apart from the one's displayed in the screenshot

2.16 QOC survey tracker

Requirement:

To develop the QOC tracker screen



**Details will be captured during requirement gathering

In-Scope:

- Detail screen development
- Building Data entry screens
- Building template upload feature and deciding templates
- Business Requirement call with the respective owner

Out of Scope

- Data Integration
- Anything not explicitly mentioned in section In Scope
- Any additional KPIs apart from the one's displayed in the screenshot



2.17 Configuration card

In-Scope:

- Ability to add simple cards containing bar charts, pie charts with the label, and data values.
- Ability to configure the domain under which the new card will be shown
- Ability to configure the type of chart to be shown
- Ability to change the title of the chart

Assumptions:

- The type of charts shown will be fixed, and the data format will be fixed according to the type.
- Feasibility of using excel template for data upload will be evaluated during the development phase.
- No role-based access for individual dynamic card

Out of scope:

- To include complex charts/designs which may not be possible to implement as a dynamic chart
- There will not be role-based access for individual cards created. We can create view and edit role for maintaining all the dynamic cards.

2.18 Out Of Scope

- Licenses for any other applications mentioned in the Scope.
- Integration with systems other than mentioned in the RFP/Scope.
- Planning for the availability of business users for User Acceptance Testing (UAT) and Functionality Acceptance Testing (FAT).
- Preparing UAT test cases and UAT test data setup. 
- Getting any approvals needed from various Business Partners and other vendors.
- Interacting with any 3rd party vendors.
- Any language support other than English.
- Anything not explicitly mentioned in the scope of work section of this document.

2.19 Assumptions

- Existing VP dashboard code base will be used as a reference for the enhancements.
- All the pre-requisites required to start the projects will be provided in week 0.
- If there is any delay, there will be an overall delay in the delivery.
- Enhancement of the application will be done remotely.
- VPN / VDI access to all the team members would be provided.
- BRD/Requirement document will be signed off before the start of the development.
- All the necessary APIs/Database access would be provided before the planned integrations start.

2.20 Expectations from STC

- Provide necessary business and technical inputs during requirements analysis.
- Provide acceptance criteria, infrastructure, license, and hosting details.
- Provide single point contact to respond to issues and clarifications.
- Ensure availability and timely access of key stakeholders like Systems administrators and business Users for participating in meetings and group discussions.
- Resolve queries/issues raised by The Vendor as per the agreed norms and escalation hierarchy, which will be defined during the initiation phase.
- Provide formal Signoffs at the end of various milestones i.e., End of Requirement freezing, Development phase, and UAT.
- Identify the IT team members who will work closely with us during the tenure of the project. Any technical training required for the IT team needs to be informed to The Vendor team during the initial phase of the project
- Provide remote access to the Vendor offshore.
- Provide required access to infrastructure and setup of the development environment.

