SOP for UICC Profile Requirement Gathering

Version Control

Document Name	Version	Date
SOP for UICC Profile Requirement Gathering	V001.01	17-06-2020
SOP for UICC Profile Requirement Gathering	V001.02	20-07-2020
SOP for UICC Profile Requirement Gathering	V001.03	19-11-2020
SOP for UICC Profile Requirement Gathering	V001.04	05-04-2021
SOP for UICC Profile Requirement Gathering	V001.05	04-02-2022

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Approved by	Technical Manager	*Saji Krishnan*

Revision History

Issue	Date	Reason for change
V001.01	17-06-2020	Process Documented for UICC profile requirement gathering
V001.02	20-07-2020	Applet SLA added, additionally
V001.03	19-11-2020	Change Request Management
V001.04	05-04-2021	Module recommendation email to archive in the folder.
V001.05	04-02-2022	Added latest version of UICC requirement gathering document (v003)

Introduction

This document outlines the standard process for gathering customer requirement for the profile development.

Roles and Responsibilities

Sales

- To ensure the customer is introduced with the Workz TSS team for technical requirement gathering.
- To ensure the customer is commercially approved to start the profile development.
- To provide a support in terms of any pricing (Modules/Applet) related queries.
- To provide a support in terms of any escalation.

TSS

- To formally introduce the TSS team and its role.
- To schedule kick-off meeting.
- To ensure profile requirement are well received and well understood.
- To ensure the correct OS selection as per the feature list provided by the customer.
- To ensure the correct Module selection as per the requirement.

Customer

- To ensure all the requirements are correctly shared with Workz

Procedure

- Sales team introduce the TSS team with customer for technical requirement discussion.

- TSS to share the Introduction Email Kit to customer to share their requirement (Including TSS PGP key).

- TSS to plan the Project kick-off meeting with customer to discuss and review the profile requirement.

- TSS to get the customer approval and acknowledgement on the finalized profile requirement.

- TSS to save the duly filled module requisition form in the project folder.

- TSS to check and confirm with sales support on same module has been used for the quote released to the customer.

- TSS will check for the compatible OS for the profile (Refer to the OS & Module_Mapping_List_v001.06 sheet).
  - If not found, TSS will raise a request with KIGEN to help with the compatible OS as per customer requirement (Kigen Kigen Support- support-kigen@Kigen.com).
  - KIGEN will check for the OS in the existing repository and share.
  - If the compatible OS is not found, KIGEN will check for most suitable OS and customize it to fit the customer requirement.

- TSS will check for the compatible Module for the profile (Refer to the OS & Module_Mapping_List_v001.03 sheet).

- The finalised kit (Customer Specification + OS + Module) will be used for the profile development.

- TSS will share the module recommendation and applet details with sales

Work - Flow
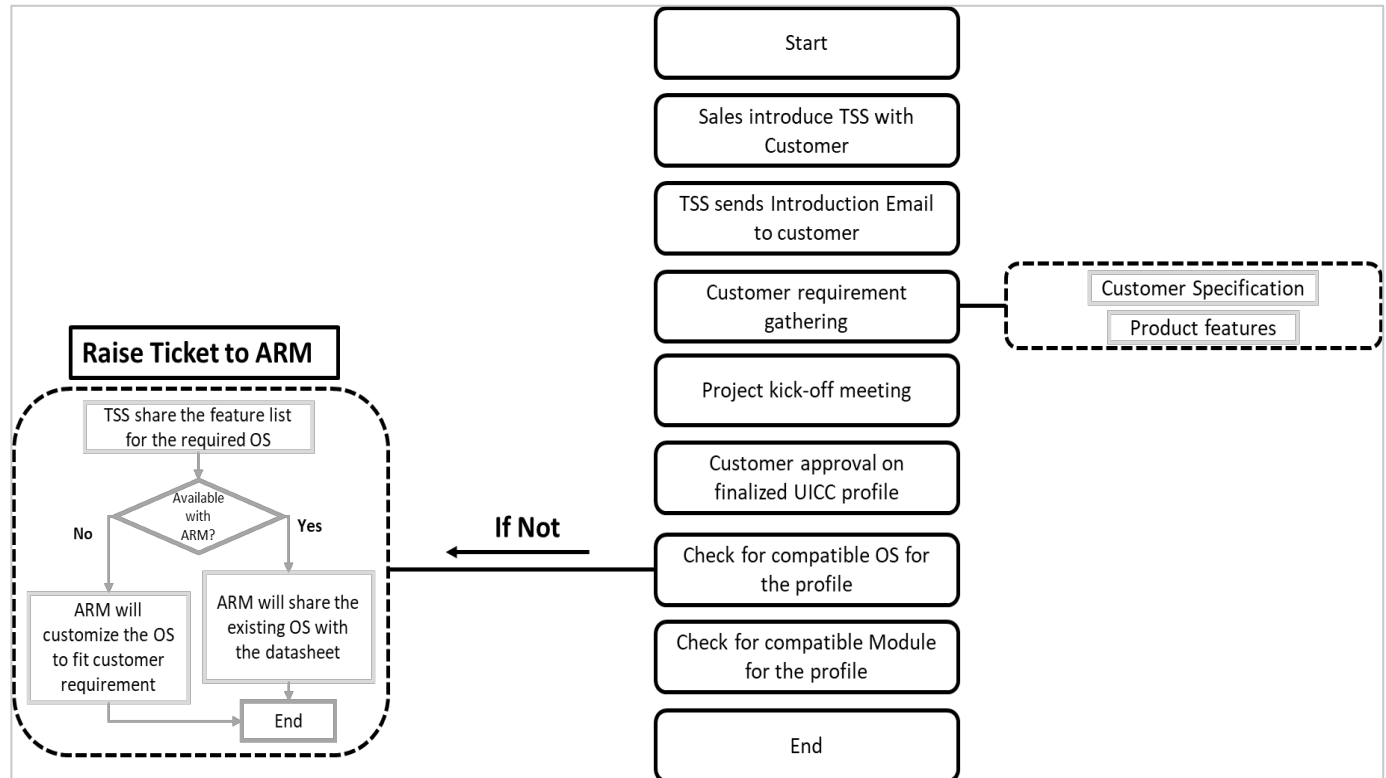
Using chipsets for new BAP projects as per the following steps.

1. Sale support sends TSS module requisition form for quote request.
2. TSS shared recommended modules for the customer specification requirements via module requisition form.
3. Sales support sends the quote to customer using module recommended by TSS.
4. TSS access the module requisition details / check with sales support on quoted module(s) while initiating any new UICC/eUICC BAP projects.
5. TSS to raise NPR for BAP using the quoted modules.
6. TSS to escalate to procurement and planning if quoted modules are not available in stock for BAP samples production & personalization.
7. TSS proceeds with BAP project and delivers samples to customer for qualification & approval process.

Introduction Email Kit – Standard Template

Dear ▮▮▮▮▮

We appreciate this opportunity to develop SIM card products for you.

In order for us to develop SIM cards, we would require some technical elements. We have split these into two categories of not confidential and confidential, respectively.

Please send these technical elements to us at tss@workz.com:
- SIM card profile document
- Micro browser (WIB/S@T), if applicable
- SIM toolkit menu and/or other application(s) structure document

In case you do not have these technical card elements ready in the required format, please let us know and we can send you standard templates / other sample files.

Please send these technical elements to us at data@workz.com in encrypted format. I have copied Mr. Jinesh Thomas from key management server team to share you further guidance for secure key transfer process.
- Network transport keys (K4 and OP)
- Input file for producing SIM test cards (IMSI/ICCID range)

Let us know if you need any further information regarding technical card elements or need any other technical assistance.
I'm available on Skype Id# live:▮▮▮▮▮▮▮▮ in case if you need any quick clarification.

Once again, thank you and we look forward to work with you and your team.

Checklist – For Profile Requirement Gathering

Workz_UICC Profile
Requirement Gather

Please refer the updated UICC_Profile_Requirment_Gathering template (V003.00).

BAP Development Timelines

Sl. No.	Pre-requisites	Duration	End Completion Date/Week Number
1	Technical Kick-Off		
2	T0 Readiness		
3	Development • Profile Development • Applet Development • Integration and Testing • BAP Production Package Prep	3 weeks	
4	Card Production SLA	2-3 Days	
5	Warehouse Shipping (Working for DHL) Share AWB and Output files	1-2 Days	
6	Shipment Transit time	1-2 Days	
7	Testing/Validation at Customer	4-5 Days	
8	Qualification and BAP Signoff	1-2 Days	

Note:
Applet development SLA, depends on the applet complexity-
- For the known applet with some modification 3Weeks
- New applet with high complexity (4-5 weeks and depends on the resource availability and priority)

Change Request Management

The Change Management process follows when a customer raises a change request in the product. A Change Request is a formal proposal for an alteration in the product, this often arises when the customer wants an addition or alteration to the agreed deliverables for a project.

The Change Request follows under two categories –
- Change Request - During the BAP cycle
- Change Request - After the BAP approval

During the BAP cycle –

After freezing the customer requirement if there is any change request received from the customer -

- Acknowledge and understand the need for the change request.
- Communicate the need and involve respective stakeholders and project team in developing the change request.
- Develop the profile including the change request.
- Profile validation including the change request.
- Dispatch the BAP cards for customer validation and approval.

After sending the BAP cards if there is any change request received from the customer-

- Acknowledge and understand the need for the change request.
- Communicate the need and involve respective stakeholders and project team in developing the change request.
- Get the sign-off on the change-request template from the TSS manager.
- Request a new input file to prepare sample cards with the change request.
- Develop the change request.
- Profile validation including the change request.
- Dispatch the new set of BAP cards for customer validation and approval (includes change request).

It is mandatory to validate the BAP cards physically by the customer, after every change request.

TSS_Change_Reque
st_Template.dotx

After the BAP Approval –

After receiving the BAP approval, if customer raise a change request, that change request will be treated as a new project and the complete BAP cycle will be followed.

Important instruction on chipsets for BAP projects

Below steps are followed during the module recommendation -

1. Sale support sends TSS module requisition form for quote request.
2. TSS shared recommended modules for the customer specification requirements via module requisition form.
3. Sales support sends the quote to customer using module recommended by TSS.
4. TSS access the module requisition details / check with sales support on quoted module(s) while initiating any new UICC/eUICC BAP projects.
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