

Standard Operating Procedure for eUICC Consumer Profile Requirement Gathering Process

Version Control

Document Name	Version	Date
eUICC Consumer Profile Requirement Gathering Process	V1.1	17-Feb-2022

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Revision History

Issue	Date	Reason for change
1	20-June-2020	First issue
1.1	17 Feb 2022	Consumer eUICC Requirement Gathering Template updated to v01.01 Change Request Management Added

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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 Workz TSS team for technical requirement gathering.
- To ensure the customer is commercially approved to start profile development.
- To provide support in terms of any pricing/commercial related queries.
- To provide support in terms of any escalation.

TSS

- To formally introduce TSS team members and their role (SPOC, development, validation) in the project.
- To schedule kick-off meeting.
- To ensure profile requirement are well received and understood.
- To organize regular catchup calls (weekly/bi-weekly) with customer to track project status.

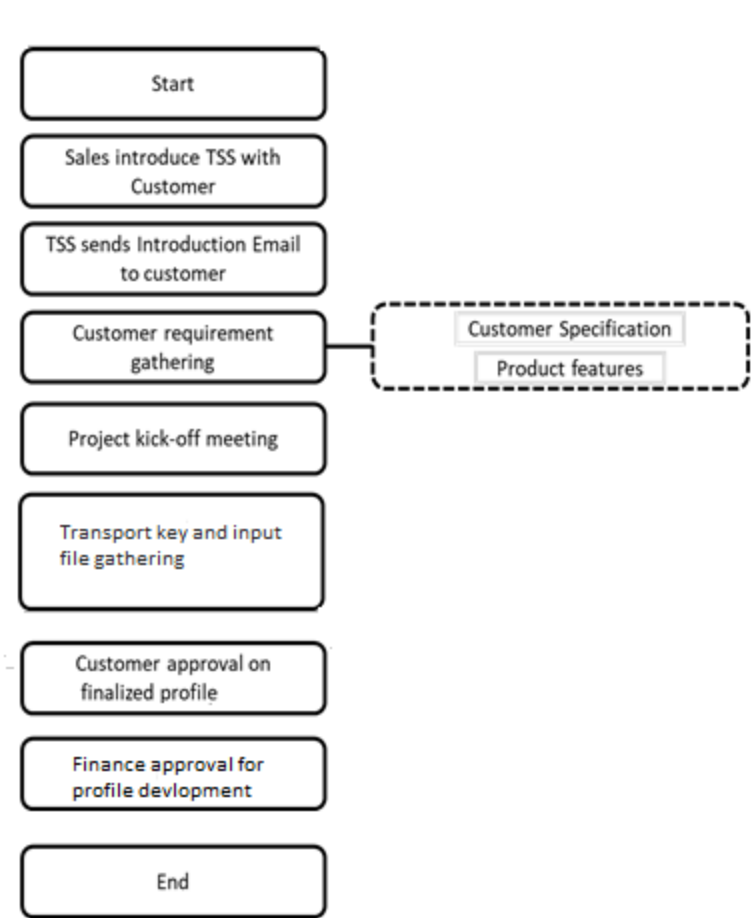
Customer

- To assign a SPOC/team with whom the complete project can be discussed from start till end.
- 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 send introduction email and share requirement gathering template with customer to gather the requirements. (Technical questionnaire “Consumer eUICC Requirement Template_v001.xlsx” embedded in section “eUICC Requirement Gathering Template”).
- ☐ TSS to plan the Project kick-off meeting with customer to discuss and review the response for technical questionnaire received.
- ☐ TSS to get the customer approval and acknowledgement on the finalized profile requirement.

Workflow



eUICC Requirement Gathering Template



Workz_Consumer
eSIM Profile Require

Checklist – For Profile Requirement Gathering



eUICC Profile
Requirement Gather

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_Request_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.

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