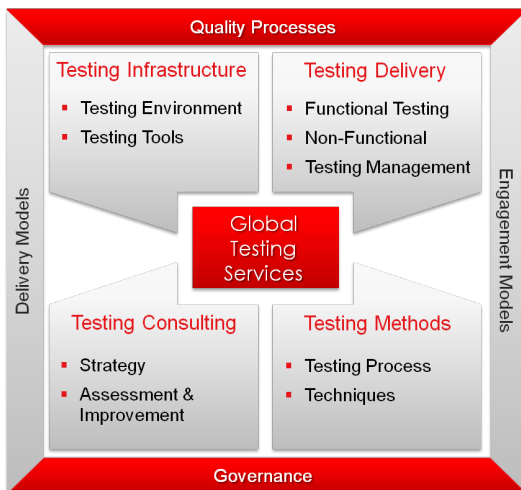


Quality Processes And Governance



Summary:

- Delivers relevant and rigorous organisation and processes for governance and control
- Provides proven mechanisms to ensure effective knowledge management and clear definition of SLAs and KPIs
- Avoid issues such as loss of control or direction by providing a single point of contact for issue / progress management
- Ensures effective and early planning, ongoing accountability and proactive management
- Provides first class support to the relevant services and fast and appropriate escalation of any issues that may arise.

At Sopra Group our prime focus at all times is on delivering for our clients. We believe when clients place their trust in us a service delivery framework should be in place ensuring we do “what it says on the tin”.

The framework should monitor, review and measure how we are meeting agreed, fully defined KPIs and SLAs, and also offer a clear support and escalation process. This ensures we remain accountable, at all times, for the service we provide, and you know how well we are doing at any given time.

Sopra Group has a fully defined and industrialised approach to quality management (eMedia). This is deployed throughout the Group, ensuring a consistent approach across all projects and services regardless of location and team structure.

The key components of our Quality Management System (QMS) are:

- quality plan / reviews
- eMedia

- quality group
- knowledge management
- proactive resource planning and demand management

Key Features

Quality / Plans and Reviews

As part of our established governance model, processes for managing effective delivery and client /supplier relationships are clearly defined in the Quality Plan (QP). All ongoing meetings and reporting mechanisms are defined, together with the objectives,

ownership, frequency, typical agendas, attendees, roles and responsibilities. This governance model (illustrated below) ensures each meeting and report effectively communicates a clear status on the service, issue and associated actions.

eMedia

Our eMedia methodology is an integral part of our Quality System and is supported by a comprehensive and extensive toolset and a documentation suite.

Levels	Agenda	Key Participants	
		Sopra Group	Client
Management (Quarterly)	Quarterly Review (+ Adhoc as Required) <ul style="list-style-type: none"> Supplier Business Review Review ongoing domain based work Six month project pipeline Scheduled projects into release schedule Relationship Management Performance Vs SLA / Plan 	Surveillance Director Sponsor	Head of Service Operations Head of Service Transition
Management (Monthly)	Monthly Review <ul style="list-style-type: none"> Operational Review Meeting SLAs & KPIs Resource pipeline & rotation Project milestones & re-planning Additional skill requirements Testing Continuous Improvement 	Surveillance Director Global Project Manager	Head of Service Transition
Project Execution Teams (Weekly)	Weekly Reviews <ul style="list-style-type: none"> Domain operation meeting Team Meeting Service Status 	Domain Manager Project Team	Project Test Managers Relevant domain staff

Quality Group / ISO9001

Our Quality Department are proactively involved in the management and audit of all service delivery activities to ensure they fully comply with the QMS which meets or exceeds the requirements of ISO9001:2000 Plus TickIT.

Knowledge Management

At Sopra Group we deploy a fully defined and proven process to knowledge transition, transfer and management so that these occur seamlessly and with complete clarity of progress to our client. We do not underestimate the challenge faced in this and we ensure careful planning and strong management throughout.

The diagram below gives an overview of the whole process.

Knowledge Transfer

The approach for transferring knowledge is key to the overall knowledge management process. It will be achieved by the following activities and will need to be performed for each logical functional area that has been identified as part of the initial scoping / Initiation phase:

- Kick off / Introduction Meeting
- Functional area overview
- Comprehension of key documentation / process / delivery approach
- Shadow Support
- Assisted Perform activities
- Creating Managed Service Knowledge Repository
- Evaluation of resource.

Resource Planning & Demand Management

In order to provide a flexible and responsive service that meets or exceeds agreed SLAs, our internal resourcing team will support the Global Project Manager as appropriate. We hold regular planning awareness meetings to forecast the future workload demand and plan the required resources accordingly. We maintain role profiles specific to our clients organisation that enable us to maintain a pipeline of appropriate pre-vetted resource.

How Will It Be Delivered?

Sopra Group will assign an experienced Global Project Manager (GPM) to oversee the relationship and progress the management of the overall Account. The GPM will be supported by a Sopra Group management team whose key areas of interest and expertise will include:

- testing thought leadership from our Test Consultants
- quality management in conjunction with our Quality Department
- governance through the assignment of a named hierarchy headed by a surveillance director
- bridgehead management via an onshore and offshore Test Managers
- account management from our customer support team who are dedicated to providing further value-add services.

Key Benefits

The key areas where our service management approach can provide tangible benefits to you include:

Cost

- Collaborative demand planning allowing known costs to be derived and controlled

Responsibility

- We are clearly accountable for delivery
- We are responsible for knowledge management and transition

Management

- Reduced client management overhead
- Full accountability through committed and communicated KPIs and SLAs
- Client Meetings based on a mutually agreed schedule providing regular updates on performance, progress and planning
- Proactive issue management and escalation.

For further information please see <http://www.sopragroup.co.uk/services/core/testing/index.htm> or contact info@sopragroup.co.uk

