STANDARD PRACTICE

FOR

INFRASTRUCTURE MANAGED SERVICES

	Designation	Name
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Approved by	Business Head - IMS	Madhavan GG

Process Change History

Version No.	Release date	Process Improvement Proposal Reference No.	Summary of changes	Prepared by	Approved by
1.0	15-Mar-2014	ISO 20K Implementation	Initial	Gopinathan SS	Madhavan GG
1.01	1-May-17	NA	Changed the GAVS logo	Emmanuel.F	Sekar.T

	Standard Practice IMS	Version No. :	1.01
		Effective from:	01-May-2017

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1.0 Introduction

This standard practice describes End to End Processes applicable for infrastructure Managed Services.
Service Management processes Include:

1. Initiation
2. Service Planning
3. Service Monitoring and Control
4. Closure
5. Business Relationship Management
6. New Service /Changed Service Transition
7. Supplier Management
8. Budgeting and accounting
9. Service continuity

This also includes the IT Service management processes which are performed as IT services to the client remotely or at the client location.

IT Support processes include:

1. Incident Management
2. Problem Management
3. Capacity Management
4. Configuration Management
5. Change Management
6. Release Management
7. Service Reporting

2.0 Scope

This standard practice is applicable for Infrastructure Managed Services provided to client remotely or at the client's location.

3.0 Distribution List
This standard practice is accessible through GAVS Intranet site

4.0 Definitions and Acronyms

S.No.	Definition /Acronyms	Description
1.	KT	Knowledge Transition
2.	SMP	Service Management Plan
3.	MOM	Minutes of Meeting
4.	SOW	Statement of Work

5.	SLA	Service Level Agreement

5.0 Initiation

Introduction

Initiation phase describes the basic processes that must be performed to get a service(s) started.

Process Flow

Refer : My GAVS\IMS

Purpose

The initiating processes determine the nature and scope of the project. The key project controls needed here are an understanding of the business environment and making sure that all necessary controls are incorporated into the project. Any deficiencies should be reported and a recommendation should be made to fix them. This process would define the base elements for the project and other project planning activities.

Tasks

S. No.	Task Description	Responsible
1.	Obtain SOW, Proposal, Estimate from Account Manager/Sales	Delivery Manager
2.	Understands the requirement of SoW, Proposal and Estimate in case of any queries get it clarified with account manager and client.	Delivery Manager
3.	Identify the project's requirements in terms of goals, approach, billing and roles	Delivery Manager
4.	Identify Dependencies, Constraints, Assumptions, Risks for the project from SoW	Delivery Manager
5.	Identify the all the service provided to the customer and applicable service management processes	Delivery Manager
6.	Prepare initial estimation for KT, and milestone deliverables.	Delivery Manager
7.	Prepare initial SM planning and initiate KT Planning	Delivery Manager
8.	Prepare a deck (in Power point presentation format) for briefing about the project. Use Template : Project Kickoff deck	Project Manager

Measure

Turnaround time (TAT) – Project Initiation takes place within seven working days

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BMS Reference

- ▪ Policy reference :- SM Policy
- ▪ Formats & Templates:-
  - • SMP

- ▪ Check-list :-
- ▪ Guidelines / SOP :-

Standards/Models Reference

Model / Standard	Process Area reference / ISO Clause(s) no.
ISO 9001:2008	ISO Clause 7.1 Planning of Product realization
CMMI V1.3- DEV	REQM SP1.2
ISO 27001:2013	
ISO 20000-1:2011	

6.0   Kick off

Introduction

Services Engagement is kicked off formally to ensure the all the stake holders are invited and deliverables are agreed upon .During the kick off, the Service management can establish a sense of common goal and start understanding each individual 's commitment.

Process Flow

Purpose

This process introduces the members of the project team and the client and provides the opportunity to discuss the role of each team member and other stake holder.

6.1 Task

S.No.	Task Description	Responsible
1	After the sign off on the KT Phase, the Project kick off is carried out at offshore	Project Manager
2	Prepare PSPD for the project in PSPD for IMS Process, using process tailoring guidelines	Project Manager
3	Prepare a deck (in Power point presentation format) for briefing about the project. Use Template : Project Kickoff deck	Delivery Manager /Project Manager
4	Invite the relevant stake holders(CSG, Admin, HR, TAG, Finance, Quality,	Delivery Manager /

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	Sr. Management team) for kickoff meeting by sending initiation email to kickoff@gavsin.com	Project Manager
9.	Conduct kickoff meeting and brief project details to the team and relevant stake holders.	Delivery Manager / Project Manager
10.	Addressed participant's queries and obtain commitment from the project team and stake holders.	Delivery Manager / Project Manager
11.	Track and close the action items raised from the kickoff meeting and update the status of action item	Project Manager

6.2 Measure

Turnaround time (TAT) – Project Initiation takes place within seven working days

BMS Reference

- Policy reference :- IMS Policy
- Formats & Templates :- Kick off PPT
- Check-list :-
- Guidelines / SOP :-

6.3 Reference (Standard)

Model / Standard	Process Area reference / ISO Clause(s) no.
ISO 9001:2008	ISO Clause 7.1 Planning of Product realization
CMMI V1.3- DEV	PP SP1.1 TO SP1.6
ISO 27001:2013	
ISO 20000-1:2011	

7.0   Service Management Planning

Introduction

SM Plan is a formal, approved document used to guide both project execution and project control.

Process Flow

Purpose

The primary uses of the project plan are to document planning assumptions and decisions, facilitate communication among stakeholders, and document approved scope, cost, and schedule baselines and how and when a project's objectives are to be achieved.

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Description

S.No.	Task Description	Responsible
1.	Collect and collate the inputs like • SoW • Historic data of relevant project • Organization policies • Project Estimation • DAR (in case of any decision taken) • Risk(PMC Work book) • Resource details<HW, SW, Human resource> • Configuration Management • Change Management • Back up procedures • Training needs • Constraints • Dependencies • Assumption • Work environment • Identify processes to be tailored • In case of any outsourcing / procurement the service or product details(SAM Process)	Project Manager
2.	Define the complexity of tickets and baseline the effort required for each type of complexity. And arrive at resource estimation and work load.	
3.	Discuss and conclude with client on the following: Tool / Method of communicating requirements / Change requests/ other support request	Project Manager
4.	Walkthrough the SMP with project team particularly, scope, SLA Applicable SM Processes ticketing tool work flow, escalation methodology , communication methodology with client on status reporting.	Project Manager
5.	Using SMP template for plan, update the plan refereeing to the respective guideline (SMP Master plan, MPP) based on the project lifecycle followed in the project.	Project Manager
6.	Review the plan	Delivery Manager
7.	Close the review comments	Project Manager
8.	Walk through the plans with the relevant stake holders/Interested parties	Project Manager
9.	Baseline the plan in configuration management tool	Project Manager

Measurement

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Turnaround time

BMS Reference

     i.   Policy reference :- IMS Policy
    ii.   Formats & Templates :- SMP, IMS PMC Work book
   iii.   Check-list :-
   iv.   Guidelines / SOP :-
    v.   SAM Process:-

Reference (Standard)

Model / Standard	Process Area reference / ISO Clause(s) no.
ISO 9001:2008	Clause 8
CMMI V1.3- DEV	
ISO 27001:2013	
ISO 20000-1:2011	Clause 4.5.2

8.0 Services Monitoring and control

Introduction

Monitoring and controlling performance of project execution processes and deliverables so that potential problems can be identified in a timely manner and corrective action can be taken, when necessary, to control the execution of the project.

Process Flow

Refer : mygavs

Purpose

The key benefit is that project performance is observed and measured regularly to identify variances from the project management plan and to bring project on track by taking corrective actions when required.

Task

There are 3 status reports for the project irrespective of the life cycle. There may be other status meeting as per the individual project needs.

1. **Client status report** (As agreed with the Client)

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2. **Weekly Status Report from Project Manager to Delivery Manager** - The status report of the project will be prepared by Project Manager and presented to Group Manager, Onsite Manager and Account Managers.

3. **Weekly Status Report from Group Manager to Delivery President** – The status report of the project will be prepared by Group Manager and presented to BU Head and President Technology. These reports are should be updated before monthly meetings.

Weekly Status Report from Project Manager to Group Manager

S.No.	Task Description	Responsible
1.	Collate project details like • Project progress • Metrics • Risk • Milestone completion • SLA • Assumption • Constraints • Dependencies • Limitations • project issues • Defect Data • Other functional team status for support (Training, Admin, CSG, HR, TAG)	Project Manager
2.	Prepare Status report 2 days prior to the meeting	Project Manager
3.	Invite for status meeting with the revenant stake holders. (Agenda of the meeting has to be included invite meeting email.)	Project Manager
4.	Conduct the meeting and discuss the project status with all the participants.	Project Manager
5.	Update the action point and circulate the MoM	Project Manager
6.	Track the action items to closure.	Project Manager
7.	In case of any deviations with respective to goals or other issues (defects, schedule variance, effort variance, SLA not met) do a root cause analysis using Pareto chart, 5 why analysis and update with the action tracking sheet.	Project Manager
8.	Track root cause analysis action item to closure	Project Manager

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Weekly Status Report from Group Manager to Delivery President.

S.No.	Task Description	Responsible
1.	• Collate project details like • ARP Management (Allocation Resource Pool) • Pyramid management • P&L Report (Profit and Loss) • Proposals	Delivery Manager
2.	Prepare Status report 2 days prior to the meeting	Delivery Manager
3.	Invite for status meeting with BU Head and President Technology(Agenda of the meeting has to be included invite meeting email)	Delivery Manager
4.	Conduct the meeting and discuss the BU status with BU Head and Delivery President.	Delivery Manager
5.	Update the action point and circulate the MoM	Delivery Manager
6.	Track the action items to closure.	Delivery Manager

Measurement

- Client status report– As agreed with the Client
- Weekly Status Report from Project Manager to Group Manager - The day decided with the project team
- Weekly Status Report from Group Manager to Delivery President. The date decided with the BU Head

BMS Reference

- Policy reference :- IMS Policy
- Formats & Templates :- WSR, PMC Work book, SLA Tracking sheet
- Check-list :- Minute of meeting
- Guidelines / SOP :-Client status report

Reference (Standard)

Model / Standard	Process Area reference / ISO Clause(s) no.
ISO 9001:2008	Clause 7
CMMI V1.3- DEV	PMC
ISO 27001:2013	
ISO 20000-1:2011	4.5.4: Monitor and review the SMS

9.0 Service Closure

9.1 Introduction

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The last phase of the Service management Life Cycle is the closure Phase. The commencement of the Closure Phase is determined by the completion of Contract period or the project or service is discontinued and acceptance given by the client and BU Head

9.2 Process Flow
Refer :mygavs

9.3 Purpose
This phase of the project ensures that the project is closed gracefully and the learning's and best practices of this project is shared with other projects.

9.4 Description

S.No.	Task Description	Responsible
1.	Ensure All the deliverables to client are delivered	Project Manager
2.	Ensure Receivables are received from client and realized	Delivery Manager/ Account Manager
3.	Complete activities as per project closure check-list	Project Manager
4.	Prepare project closure report	Project Manager
5.	Review Project closure report & Approve	Delivery Manager/ Project Manager
6.	Baseline project closure report in configuration management tool	Project Manager
7.	Send an email to kick-off@gavsin.com (CSG, Admin, HR, TAG, Finance, Quality, Sr. Management team)and project team inviting for project closure	Delivery Manager
8.	Conduct project closure meeting	Delivery Manager
9.	Release the resource from the project	Delivery Manager
10.	Send all the project details like Risk, DAR, Reusable components, best practices, learning's, project metrics, project estimation to quality team to update the KM portal.	Delivery Manager
11.	Initiate CSAT with the customer	Delivery Manager
12.	Update all the project artifacts in KM	Quality

9.5 Measurement
Turnaround time, 7 working days client acceptance (Client Signoff of the project).
BMS Reference

- Policy reference :-
- Formats & Templates :- Closure report
- Check-list :-
- Guidelines / SOP :-Project closure checklist
- Project closure report

9.6 Reference (Standard)

Model / Standard	Process Area reference / ISO Clause(s) no.
ISO 9001:2008	ISO Clause 8
CMMI V1.3- DEV	PMC, IPM
ISO 27001:2013	
ISO 20000-1:2011	

10.0 IT Service Management Process:

10.1 New Service or changed Service Transition

Purpose:

To Ensure the the design and transition of services are performed effectively.

Task:

Refer : Transition Process(New or ChangesServies)&PSPD.xlsx

10.2 Business Relationship Management

Purpose:

To Ensure that the business relationship strategy is established between GAVS and GAVS Support is line with client expectations. Issues/complaints/concerns are handled effectively

Task:

Refer : BusinessRelationshopProcess&PSPD.xlsx

10.3 Information Security Management

Purpose:

To informed and information handling media, resources are secured and derisked.

Task:

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Refer : InformationSecurityManagementProcess&PSPD

10.4 Budgeting and Financial Management

Purpose:

To ensure project costs are budgeted and tracked.

Task:

Refer : Budgeting and Financial Management Process&PSPD.xlsx

10.5 Supplier Management

Purpose:

To Ensure that the suppliers activities are managed thorugh SLA and performance reviews on periodic basis.

Task:

Refer : SupplierManagementProcess&PSPD.xls

10.6 Capacity Management

Purpose:

To ensure Capacity is planned and utilization is managed effectively.

Task:

Refer : CapacityManagementProcess&PSPD.xlsx

10.7 Incident Management

Purpose:

To ensure incidents are recorded, classified and tracked.

Task:

Refer : IncidentManagementProcess&PSPD.xls

10.8   Problem Management

Purpose:

To ensure problems are identified, analyzed and acted on effectively.

Task:

Refer : ProblemManagementProcess&PSPD.xls

10.9   Service Continuity and availability Management

Purpose:

To ensure services continuity is planned and managed.

Task:

Refer : ServiceContinuity&AvailabilityProcess&PSPD.xls

10.10   Service Level Management

Purpose:

To ensure Service levels agreed with the client is planned, recorded and reported

Task:

Refer : ServiceLevelManagementProcess&PSPD.xlsx

10.11   Communication Management

Purpose:

To ensure Capacity is planned and utilization is managed effectively.

Task:

Refer : CapacityManagementProcess&PSPD.xlsx

10.12 Configuration Management

Purpose:

To ensure all CIs are planned and the configurations are managed.

Task:

Refer : ConfigurationManagementProcess&PSPD.xlsx

10.13 Change Management

Purpose:

To ensure Change is planned, analysis and managed.

Task:

Refer : ChangeManagementProcess&PSPD.xlsx

10.14 Release Management

Purpose:

To ensure releases are planned and managed.

Task:

*Refer :*ReleaseManagementProcess&PSPD.xlsx

10.1 Service Reporting

Purpose:

To ensure service reporting is planned and managed**.**

Task:

Refer : ServiceReportingProcess&PSPD.xlsx