

## Sri Thripura @ Schakra Inc

### Management Concerns

1. Delivery delayed impacting the account
2. Most of the work being done at on – site, causing losses or no profit.
3. Offshore team not being utilized, impacting long term road-map of the account/company

### Sri Thripura

#### Our Findings

“Unpredictable Day” is the order of the day for both offshore and on - site teams due to the lack of *process, trust & communication structure*.

#### Offshore Team

1. Confusion over roles and responsibilities
2. Setting up working environment is cumbersome and documentation is not up to date.
3. Very less clarity on project goals and roadmap
4. At least 2 day turn around for any doubt / clarification / issue resolution

#### On – Site Team

1. No Escalation structure defined to communicate with MS project and infra teams
2. Not experienced in on – site/offshore coordination
3. First team in the firing line, guilty until proven otherwise

#### Approach

1. Visited Microsoft, Redmond, WA for a period of 2 months
2. Worked closely with on – site team and customer to understand concerns and goals of the project
3. Involved in daily activities of the project
4. Closely worked with MS project team and MS Infra teams (selenium and automation owners)
5. Conducted Regular discussions with Infra team and worked in cooperative environment to close infra issues

#### Effect On Business

1. Schakra Inc renewed the project contract with Microsoft for another term
2. Schakra Inc could bag development projects by projecting the
  - a) Deliverable of the project
  - b) Improved Development Process

## **Work**

1. Transferred gained knowledge to Offshore team
2. Established escalation matrix
3. Established accountability at on – site and offshore
4. Create communication structure with MS infra teams
5. Extracted and shared the road map from MS Project team
6. Reorganized the team to suit the current and future needs

## **Process Initiatives**

1. Escalation Process with Microsoft Infrastructure Teams
2. Defining Accountability
3. Communication Protocol with the customer

## **Create Document Deck**

1. Status Report
2. Failure Analysis Reports
3. Manual Sign-off Report
4. MOM
5. Test Case Sheets
6. Development Setup Instructions
7. Source Code Enlistment Procedure
8. Manual Sign-off Guidelines
9. Remote Desktop access guidelines
10. Centralized Knowledge Repository

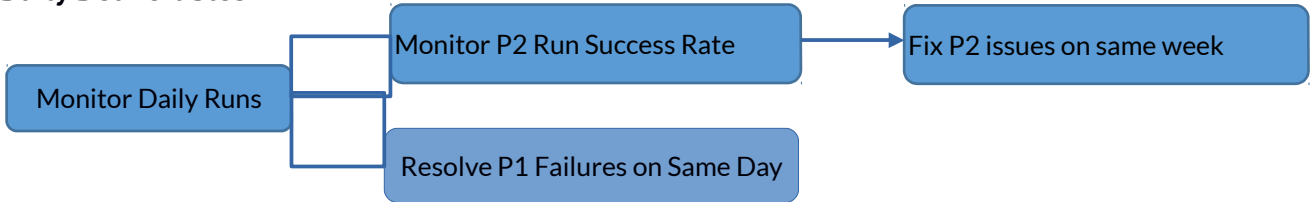
## **Long Term Activities**

1. Collaborative website to sign-off builds after successful test verification
2. Syncing steps with Manual Testing in pipeline on regular basis
3. Regular Functionality Coverage Review meetings to verify the value of automation
4. Schakra team to receive check-in notification to enable the automation
5. Schakra team to be involved in Stand-ups on weekly basis to understand the future requirements

## Team Activity

### Offshore team

#### Daily Deliverables

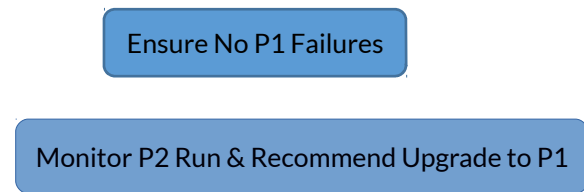


#### Weekly Deliverable

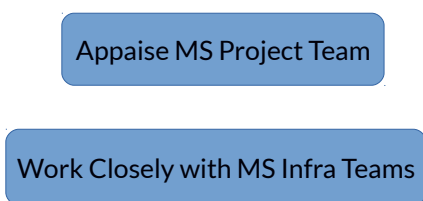


### On - Site Team

#### Short term Goals



#### Stakeholder Communication



#### Long term Goals

