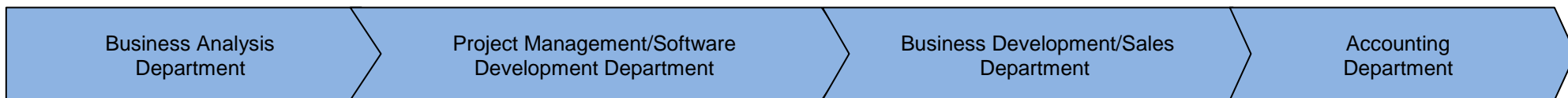


Document Purpose: Process and communications flow before and during projects in TCC247 to ensure on time delivery and elevated quality.



BEFORE PROJECT STARTS

<ol style="list-style-type: none"> 1. Project Identify/ Analysis 2. Develop one page proposal overview 3. Create project management overview 4. Client assigned to business manager GBM <p><i>GBM : Global Business Manager</i> <i>PM: Project Manager</i></p>	<ol style="list-style-type: none"> 1. Project Evaluation by technical teams 2. Introduction call / 1 on 1 interaction with client 3. Appropriate services determined 4. Requirements / Application architecting 5. Project needs analysis 6. Detailed proposal development 7. Cost and Time effort estimation 	<ol style="list-style-type: none"> 1. Introduction call 2. Deliverables discussed with client 3. Milestones discussed 4. Project success discussed 5. Future growth alignment 6. Detailed proposal provided 7. Payment instructions 	<ol style="list-style-type: none"> 1. Proof of concept provided to client 2. Customer approval of POC 3. Invoice submitted to client 4. Payment received 5. Payment confirmation sent to client 6. Account forwarded to PM <p><i>POC ; Proof of Concept</i></p>
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AFTER PROJECT IS AWARDED

<ol style="list-style-type: none"> 1. Project manager assigned 2. Project initiation/ introduction call 3. Online project profile created 4. Weekly project meetings scheduled 5. Reporting formats explained to client 	<ol style="list-style-type: none"> 1. Development / technical teams assigned 2. Project start 3. Client feedback on weekly Basis 4. Weekly project feedback session- 30 min 5. Reports available on-line 6. Online client access of PM application 	<ol style="list-style-type: none"> 1. Testing / Quality Assurance 2. Live server testing 3. Final bugs issues fixed 4. Campaign completed 	<ol style="list-style-type: none"> 1. Periodic project maintenance 2. Data backups 3. Web site - Application upgrades 4. On line marketing ** Optional
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