



G-Cloud 14

Service Definition - Wipro Major Transformation Programme
Management & Governance Services



Wipro Major Transformation Programme Management & Governance Services

Contents

1. Wipro Transformation Programme Management
2. Our Transformation Leadership Capability
3. Our Delivery Framework
4. Our Integrated Transformation Approach
5. Our Execution Approach
6. Our Governance Framework
7. The Transformation PMO
8. A Transformation PMO framework
9. Quality related roles & responsibilities
10. The management of risk

1. Wipro Transformation Programme Management



Features

- A highly trained and experienced team of certified programme professionals
- Transformation leadership that's aligned to your organisations strategic vision
- “Smart” governance to enable timely decision making and underwrite measurable success.
- At home in complex, multi-vendor environments to drive partnership goals
- Dynamic programme methodology capabilities to work in harmony with your own
- “AI” powered PIO (Project Intelligence Office) that exposes high value insights
- “Transformation in a box” toolkit to enable rapid project startup
- Subject matter and sector expertise to accelerate outcomes



Benefits

- Expertise at the heart of our method with Programme SMEs who have a “track record” in industry specific processes and technology
- “Transformation in a box” toolkits and templates that aid rapid start-up and benefits realisation
- Governance models that minimise overhead and enable optimised decision making
- Multi-vendor expertise, supported by Wipros extensive partner network to expedite issue resolution
- Leaders with accredited experience in all leading methods, and tooling to align with and enhance your organisations capabilities
- Design thinking and CX led mindset to optimise simplify the benefits journey

2. Our Transformation Leadership Capability

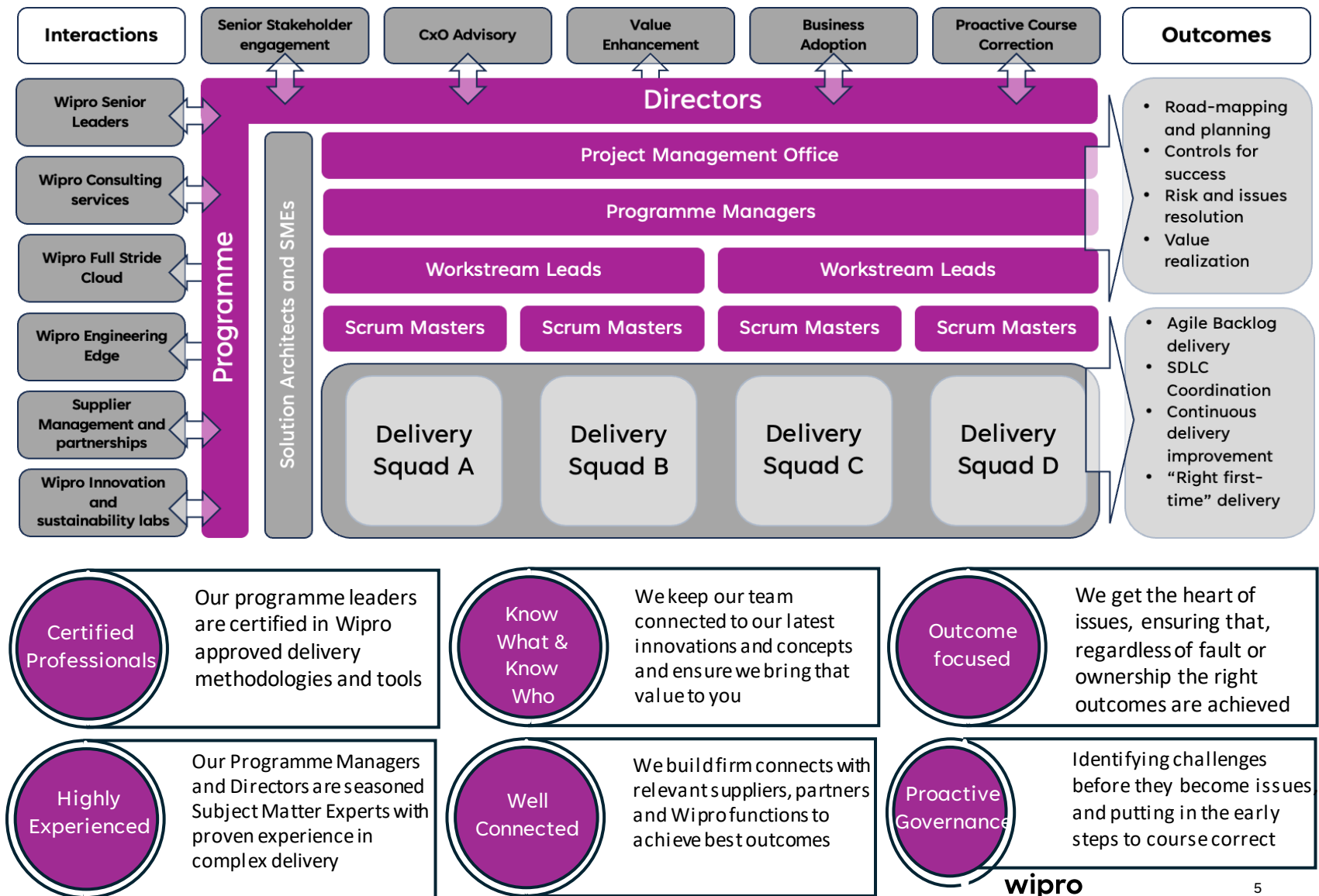
Excellence in leadership – Accelerated change delivered through cadence

We are

A practice of Wipro’s most accomplished “X” shaped programme leaders set up to lead our large and complex programmes. Our practitioners bring a consulting mindset to combine exec level subject matter expertise, seasoned programme leadership and outstanding customer partnering skills, providing delivery excellence assurance for our customers through the full programme lifecycle.

Our Ethos

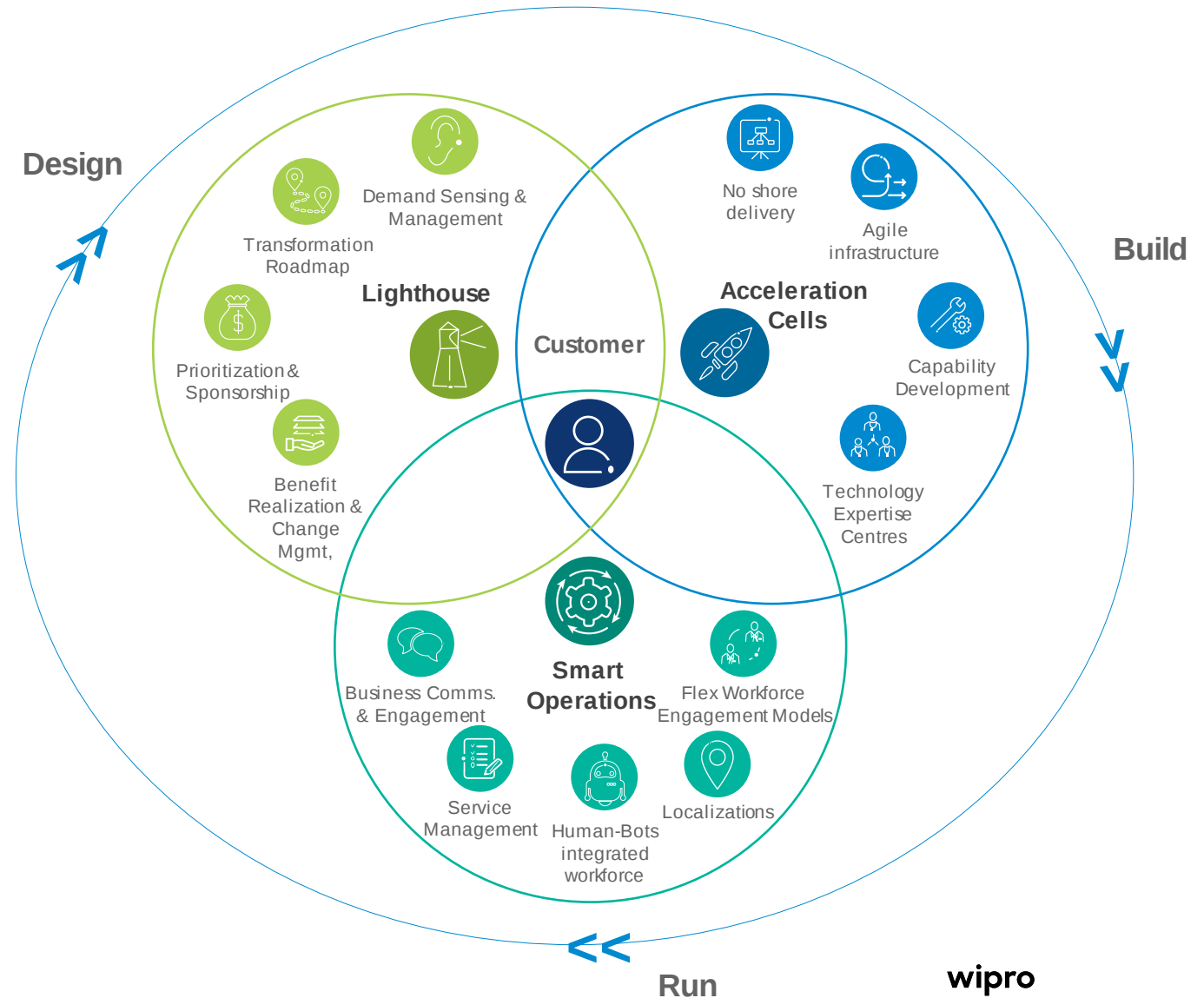
Put simply, we bring the One Wipro ideals to life. We have deep experience in client delivery and relationship management to CxO level, as well as a thorough understanding of Wipro’s full spectrum of offerings, and how to apply them. We provide the assurance to our clients for programme success and build trusted partnerships to ensure sustainable relationships.



3. Wipro Delivery Framework: Realized through an agile methodology that bring together innovation, transformation and operations in collaborative synergy

A virtuous cycle of Design, Build and Run working in close concert, shaped by customer experience with close collaboration between business, technology and operations. The three component parts to this agile operating model include:

- Lighthouse – design simplified and automated end-to-end processes, designed around customers. Co-create with your business, IT & operations staff, and shape and hold oversight of the transformation.
- Acceleration Cells – deliver the required changes iteratively and at pace.
- Smart Operations – Realizing the business value through efficient service and focused business engagement



4. Our Integrated Transformation Approach

1

Identify value

Assess and evaluate

- Determine business and customer value / cases for change

Improved process

- Identify process pain points and opportunities
- Recognize enabling tools and automations

Improved experience

- Recognize value of improved customer, business and delivery experience

Increased scope

- Determine value from geographic and process scope increase

2

Design target state

Golden process model

- Design end to end integrated process model including process, tools, skills

Govern

- Define governance, controls, SLAs
- Agree service delivery approaches

Organize

- Define ways of working /operating principles
- Culture and local practices

Right-skill

- Design and retained skills and training
- Design data insights for decision making

3

Deliver value

Operational Agility

- Increase engagement and Responsiveness to business
- Service transparency and collaboration
- Agile operating & people model

Service innovation

- Use harmonized golden process and control models
- Service lifecycle management
- Data insight driven
- Outcome and experience based

Automation

- Workflow and robotic process automation
- Cognitive business transformation AI
- Emerging tech blockchain / IOT

Key Outcomes

- Simplified end-to-end processes designed around business and customers, engaging and empowering through intuitive, adaptive, and self-serve capabilities
- Client-centric fulfillment supported by digitalization and automation, reducing FTEs
- Up-skilled team, focused on exceptions and improvements

5. How will we execute – Our Execution Approach

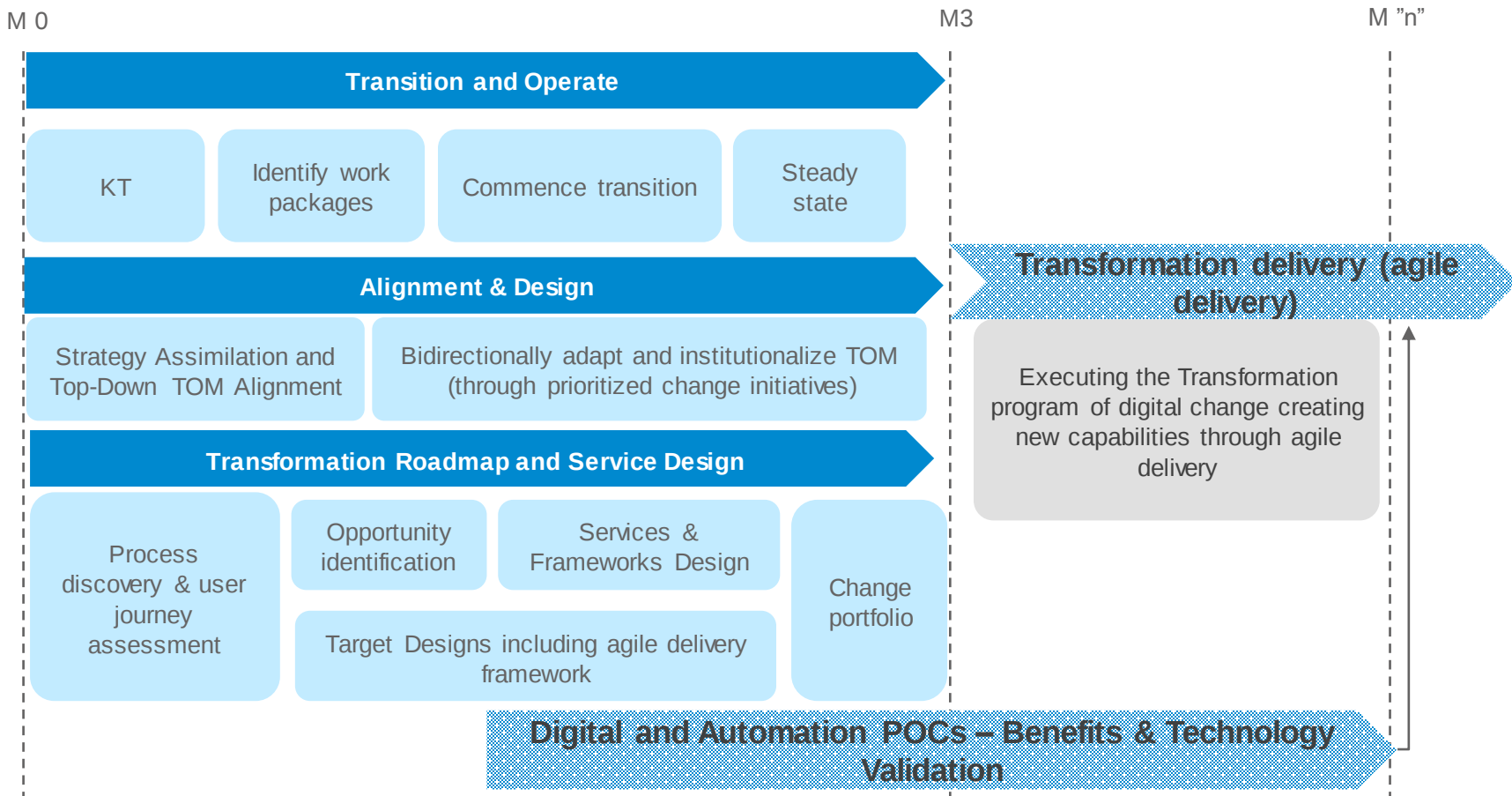
Achieving the major transformation requires a multi-stage journey with achievable objectives, milestones and metrics allowing organisations to realize outcomes & benefits and build organizational confidence.

We will execute this journey through 3 dovetailed tranches of activity for each end to end process groups and services.

We will enable bi-directional alignment based on top down operating model and run the existing operations to ensure business and service continuity.

In parallel, we will undertake transformation design to identify the high level transformation backlog to improve customer experience and drive efficiencies.

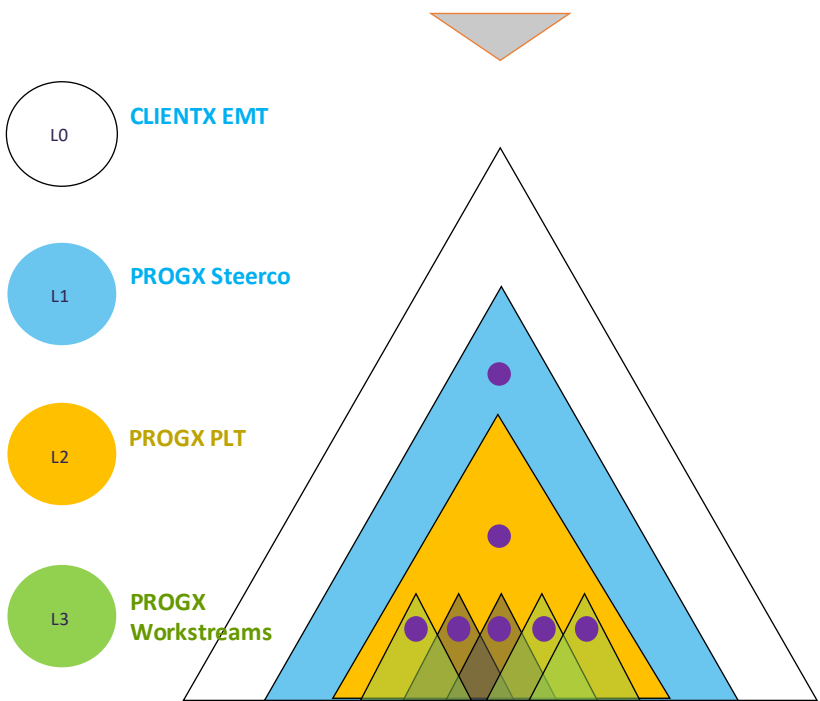
We will deliver and embed those changes through the agile model construct realizing a target operations that is customer centric, coherent and optimized.



6. Our Governance Framework

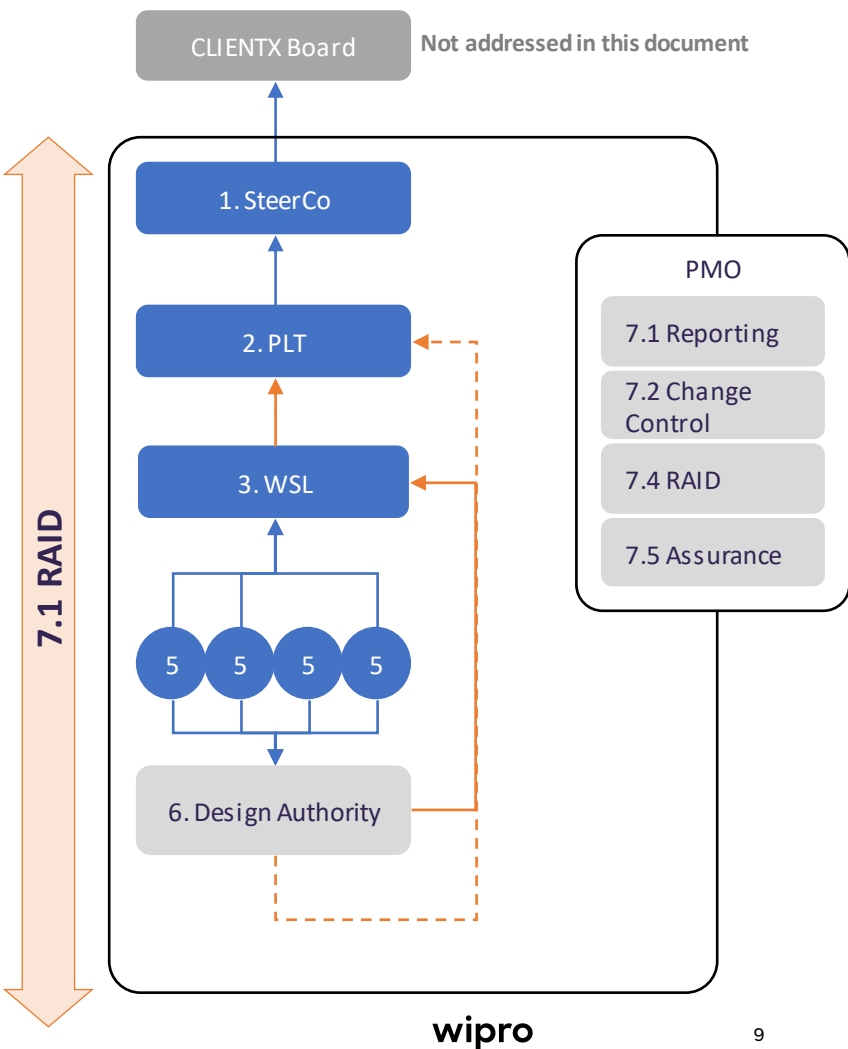
Wipro’s approach ensures a consistent, unified management of progress, risk and value from Workstreams to Programme Board and Executive Leadership.

Operating Considerations



- Board
- Program Delivery Governance**
1. Steer Committee (SteerCo)
 2. Project Leadership Team (PLT)
 3. Workstream Leads (WSL)
 4. Individual Workstream (WS)
- Design Governance**
5. Individual Workstream (WS)
 6. Design Authority (DA)
- 7. PMO:**
1. Reporting Processes
 2. RAID – Separate Document
 3. Assurance – Separate Document
 4. Change Control – Separate Document
 5. Event Management
- 8. Commercial Management**

Delivery Governance Hierarchy/ Reporting



7. The Transformation PMO

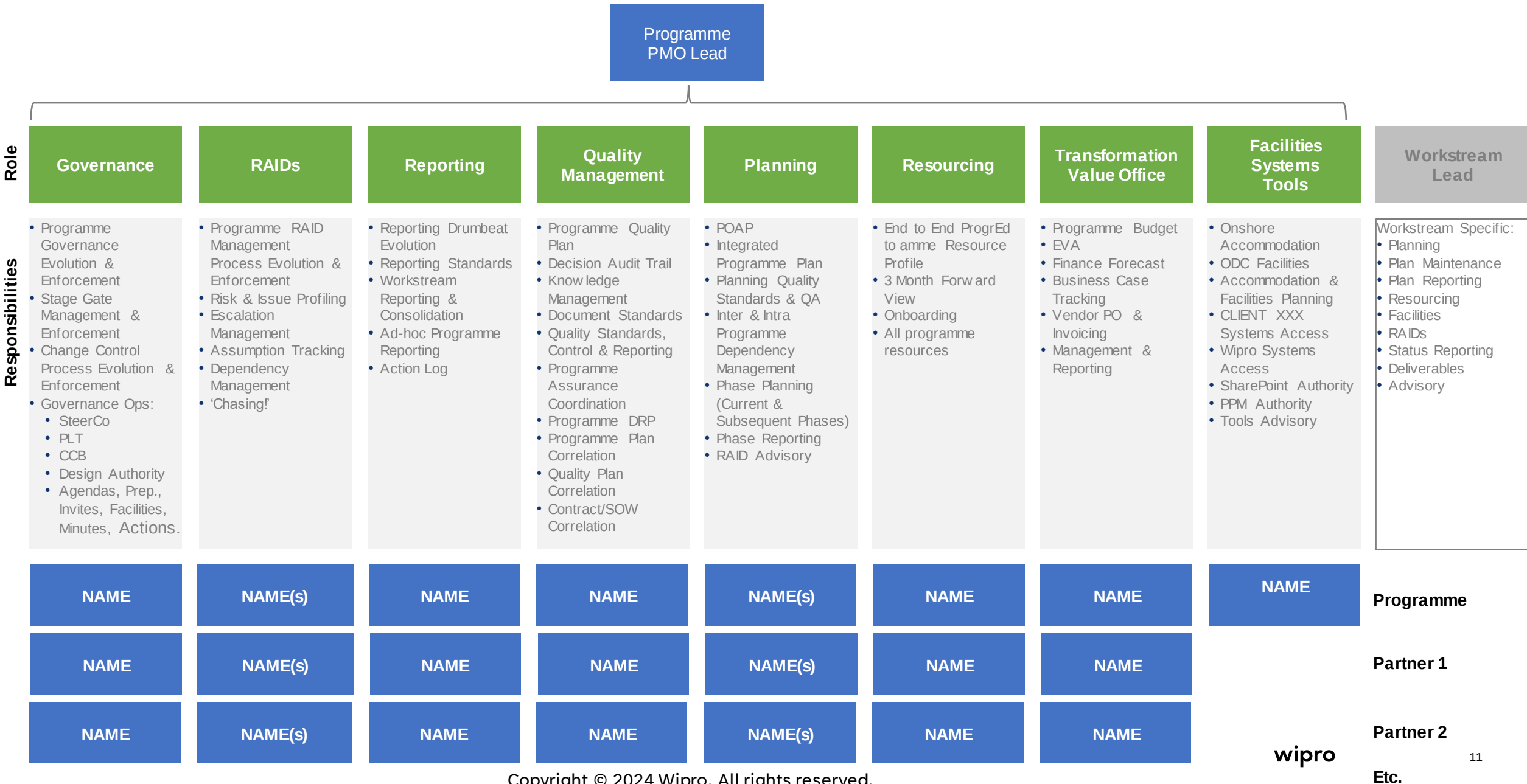
The Programme Management Organisation is in place to support the Programme Directorate in the delivery of the Programme. It enables the following programme requirements:

- **Communication:** is established to ensure clarity of status and prior visibility of risk and issues being managed are communicated regularly across the programme, and to Programme delivery leadership and SteerCo.
- **Risk Management:** Planning, Deliverable Management, RAID and reporting processes provide the platform to ensure the programme has a sound basis for the assessment of risk in order to make decisions to progress to subsequent phases (Plan & Deliverable Management). Includes oversight of assurance partners.
- **Value management** – responsibility for progressing elaboration of the business case over the programme lifecycle.
- **Enablement/ Facilitation:** the PMO is in place to provide structured communication with the Groups and individuals accountable for Programme delivery at all levels and across all Programme Workstreams.

To resource the PMO properly to cover the totality of what large programmes typically require:

- Planners to manage current phase delivery and plan subsequent phase
- A facilities and tools function, ideally including SharePoint development and management
- Additional resources in key areas who will act as leaders
- The PMO should schedule all Governance meetings on behalf of Governance meeting Owners; Governance Meeting Owners are accountable for the collation of meeting minutes and actions.
- Operation of Programme Governance Processes will involve no transfer of responsibility for Reporting Content, RAID Management, Deliverable Management.

8. Our Transformation PMO framework



9. Quality related roles & responsibilities - summary

A structured, collaborative approach to ensuring 'Quality' across the programme journey Wipro and their partners will support each other in the management of Quality to ensure the effective operation of the Programme. Wipro's approach to programme leadership increases the likelihood that the right group of stakeholders are focused on the right set of considerations over the transformation lifecycle.

Area	Stakeholders	Quality Considerations
SteerCo – Programme Sponsor	Programme Sponsor, Programme Steering Committee	Strategic Alignment Business Value, Risk Management Phase Sign-off
Programme Governance & Controls	Programme Directorate, PMO Internal/ External Audit Specialist Technical Assurance provides e.g. Software Provider, Technical, Security, Data Internal & external stakeholders	Project management processes & Controls Delivery Management Commercial & financial management and Control Stakeholder engagement & alignment (Customers, Suppliers, Employees, Project Team members, Analysts, Regulators etc.)
Programme Delivery	Programme Directorate Wipro Programme Director	Org Structure, Deliverable management Planning and the plan Quality processes and compliance Progress Management
IT & Architecture	Solution Architecture Data & Integration Architects Infrastructure Architects	Process, Data & Integration strategy alignment Software Asset & Licensing management and compliance Performance management Infrastructure & Scaleability InfoSec and Data Protection
Delivery Teams	CLIENTX & Wipro – Workstream Leads	Functional capability Stakeholder engagement Deliverable quality management – Engagement, Review & Approval

10. The management of risk

The development and operation of a comprehensive, robust approach to risk management is a foundational capability in all projects, but particularly critical on large, complex transformational change programmes. Developing a risk profile which includes multiple perspectives as the basis for decisions at key stage gates is fundamental to Wipro's approach.

Assurance Tasks	Acceptance Criteria	Assurance Activity	Frequency
Business Case	Financial thresholds Strategic capability	Initial Business case Elaboration by Phase Benefits Realisation plan reporting	By Phase over the programme lifecycle
Preparation of Project Plan	Approval = Plan + Risk Profile Align with project timelines Align with Business Stakeholders	Quality Assurance meetings, discussions with the relevant Stakeholders	During Mobilisation Phase and as part of phase closure in preparation for next phase
Project Delivery Management	Progress vs Plan Plan risk profile	Formal Review of risk via delivery governance; multiple levels	Cadence: weekly, monthly, by Sprint/ by Phase
Change Control	Requirements/ Business Case change Technical Change (Design Authority)	Business Case Design Authority Change Control Board	Time based cadence By phase By request/Issue
Phase Closure	Completion of Deliverables Readiness for next Phase	Stage Gate events Assurance inputs Formal assessment of risk & decision	During the phase closure
Assurance Plan activities	Single view of risk – multiple perspectives, all assurance sources	Ongoing process of formal assessment of risk escalated via Governance	By time period, by Milestone and by Phase in line with Assurance Plan
Deliverables and work products	As per specification	Formal review and approval processes and audit records	Case by case



Thank you.

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