



Let's get to the future, faster. **Together.**

Prepared for: Global CIO Project of the Year
COMPASS 2.0 & Gen AI - Overview & Key Improvements

October 30, 2023



COMPASS 2.0

Objective

Transform to a unified integrated solution (SPM /GRC) for **improved user experience**, enhanced productivity, better compliance, Easy reporting and **Scalable** platform

Project Scope

Project Definition, Project Planning, Project Monitoring, Program management, Reviews, Risk profiling, Account management, Audit & Metrics

What is Changing

Project
Creation
enhanced

Simplified
project
categories

Multiple
lifecycles
enabled

New Program
Management
option

Auto closure
of projects

Audit module
enhanced

Risk profiling
trend

Simplification
of PMP, SMR

✦ Now Assist helps all of our users



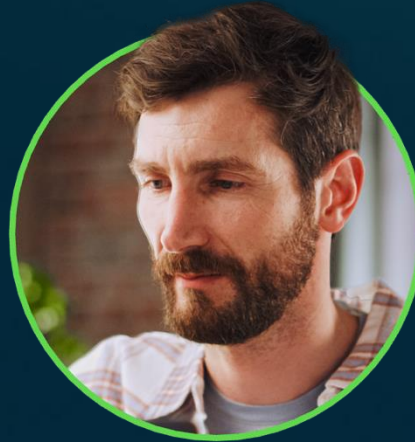
Employee

Better, faster answers and resolutions – smarter service delivery



Customer

Efficient, cohesive and simpler customer experiences



Agent

Productivity catalyst to resolve issues faster and provide better support



Admin

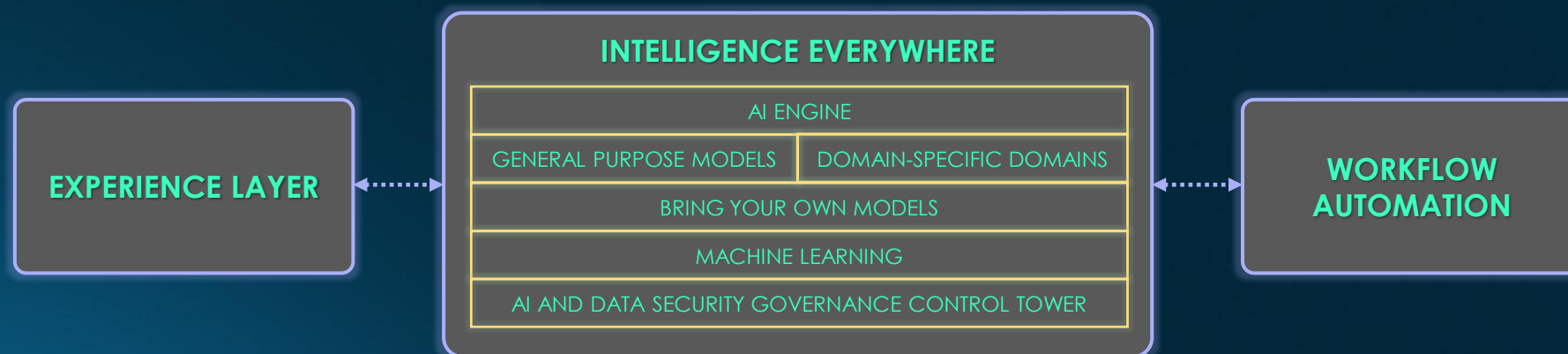
Easier and faster to deploy and optimize apps – delivering faster value for customers



Developer

Exponentially faster time to configure and customize apps

Put AI to work for People



We are seeing tangible GenAI results

Self-service

Case + incident avoidance =
\$5.5M saved per year

54%

GenAI incident deflection*
saving \$8K per week

Up to **20%**

case/incident avoidance with GenAI
search saving up to \$60K per week

Customer and
employee experience:

56%

share positive sentiment about
Now Assist summarized results

Agent

Save time:

1/2

the time to generate resolution
notes for closing an incident

Eliminate tedious work:

Up to **54%**

of case/incident summaries
were helpful to agents

Developer

Speed innovation:

52%

acceptance rate for generated
code (text-to-code)



COMPASS 2.0 - Key Improvements Summary

- New delivery project ID to address Parent-Child dependencies
- Merging/Demerging of projects

Project Creation

- Simplified categories
 - Program (new)
 - Managed Large and small
 - RA Large, RA Small
- Auto recategorization every 3 months
- Reasoning for RA wrt. contract

Project Categorization

- Multiple lifecycles
- Lifecycle change post project creation
- Metrics alignment for each lifecycle

Project lifecycle

- New Program Module
- Governance at Program & Practice level

Program Management

- Auto-generation of Audit Plan
- Maturity Level revision based on NC closure

Audit Planning & Execution

- PMP simplification
 - “Master PMP” as per Org processes
 - “Project specific PMP” with project/client level details
 - Data integration with other modules

Project Management Plan (PMP)

Continued...

COMPASS 2.0 - Key Improvements Summary

- Data driven SMRs to take informed decisions
- Integration with downstream Systems to receive performance data
- Automated RAG status

Senior Management Review (SMR)

- Integration of Project Learnings with Knowledge Hub (planned)
- Periodic update of learnings

Project Learnings

- Introduction of lifecycle wise checklist
- Introduction of technical SMEs
- PWPA plan as per deliverables in PMP
- No-go notification to unit heads

Progressive Work Product Audit (PWPA)

- Risk Profiling Trend
- Risk category and sub-category revision

Risk Profiling

- Auto closure of Projects

Project Closure

- Project Metrics Report implementation

Metrics

COMPASS 2.0 Modules

Project Creation

- Project Categorization
- Project Lifecycle Distribution
- Project Demerge

Project Planning

- Project Management Plan (PMP)
- Task Planning

Project Monitoring

- Senior Management Review (SMR)
- Risk Management
- Issue log
- Action Item
- Technology stack
- Project Trainings report

Project Closure

Risk Profiling

Program Management

Common Processes

- Review log , Review Lite & Defects
- Service Improvement Plan (SIP)
- Project Learnings
- Causal Analysis
- DAR

Metrics

- Agile Lifecycle
- Maintenance LifeCycle
- Testing LifeCycle
- Development lifecycle

Audit

- Audit Planning & Execution
- PWPA
- Transition Gate Audit

Account Management

Project Categorization

- **Categorization during Project Creation**

- Select relevant options and set peak FTE size.
 - For RA, provide reference of Contract.
 - For a Program, provide Program flag and justification.
- The system auto-assigns category based on above responses.

- **Recategorization**

- Auto-Recategorization after 90 days, in case of mismatch as per current FTE
(notifications are enabled)
- PM to carry out Manual Recategorization with change in scope/ nature of work.
(Approval by DM)

Category	Accumulated FTE	Management Model
Managed Large	>5	Managed by LTIMindtree or Co-managed by Client & LTIMindtree
Managed Small	<=5	Managed by LTIMindtree or Co-managed by Client & LTIMindtree
RA Large	>10	Managed by Client
RA Small	<=10	Managed by Client
Program	>5	Managed by LTIMindtree or Co-managed by Client & LTIMindtree

Legend:
RA – Resource Augmentation

Program Management

Program Management Definition

➤ Definition

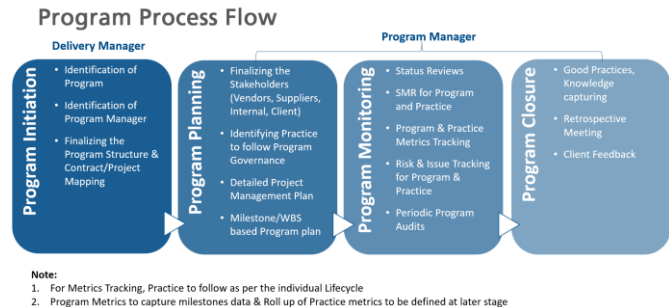
A Program is a group of contracts or a single contract that contributes to a large scale common strategic goal (transformation, implementation, upgrade/rollout, BAU etc.)

Salient features:

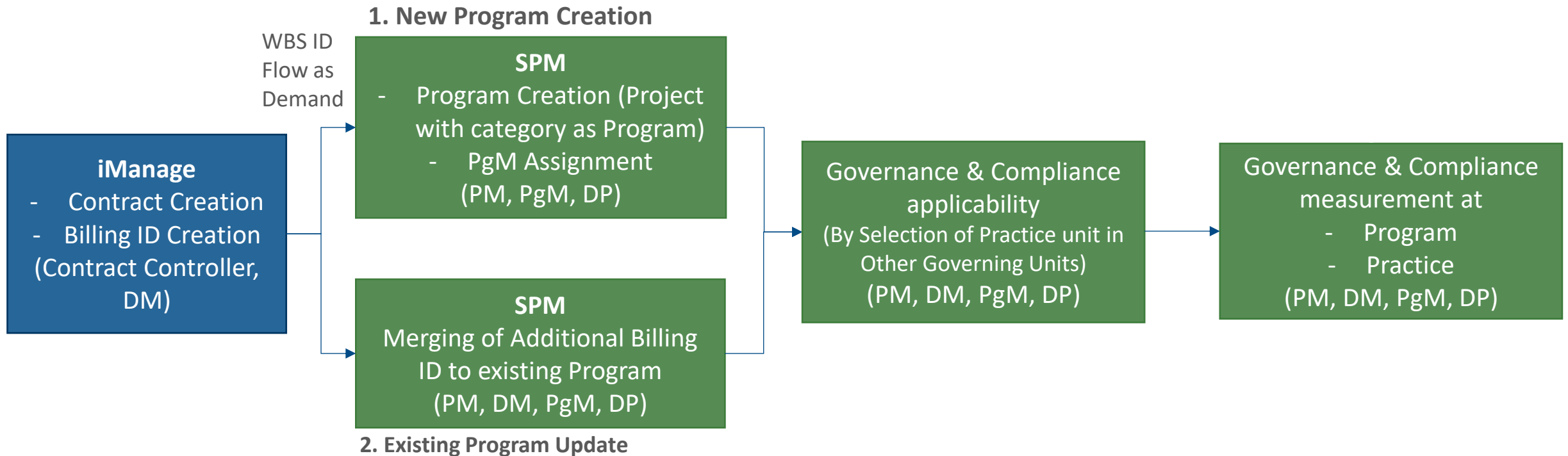
- Higher Functional and Technical Complexities
- Services from multiple Practice Units
- Multiple lifecycles for execution
- Executed from multiple geographies
- Single Governance mechanism at client side

➤ Objective

- Have centralized governance which would help
 - Focused process and metrics
 - Holistic visibility across all practices
 - Identification of interdependencies
 - Collaboration on critical aspects



Program Management Workflow



Legend:
PM – Project Manager
PgM – Program Manager
DM – Delivery Manager
DP – Delivery Partner

Program - Process Applicability

- Revised Process for Governance, SMR & Audit
- Program level CSS feedback inclusive of client stakeholders
- Program level Risk Rating comprising risks from all involved Practices
- Separate PWPA at Program and Practice level based on applicable engineering activities
- Program Metrics to capture milestones data
(Roll up of practice metrics to be defined at later stage)

Area	Program Level	Practice Level
PMP	✓	
SMR	✓	✓
Risk Log	✓	✓
Issue Log	✓	✓
Action Log	✓	✓
Task Planning	✓	✓
Metrics	✓	✓
Causal Analysis	✓	✓
Process Audit	✓	✓
PWPA	✓	✓
Contractual Commitment Tracker	✓	
CSS	✓	
DHA/ Risk Rating	✓	
Closure	✓	

COMPASS 2.0 - Key Improvements Summary

Project Creation

- Module Enhanced with new delivery project ID
- Address Parent-Child relationship and dependencies
- Handle Merging/Demerging of projects

Project Categorization

- Simplified categories
 - Managed Large (earlier A & B)
 - Managed Small (earlier AC & C)
 - RA Large, RA Small (retained)
 - Program (new category)
- Mandatory reasons captured for RA project
- Auto recategorization every 3 months based on revised FTE

Project lifecycle

- Multiple lifecycles can be tracked under delivery project
- Lifecycle can be changed after project creation
- Metrics Applicability for each lifecycle

Program Management

- New feature to manage Programs
- Enables governance at Program & Practice level



COMPASS 2.0 - Key Improvements Summary

Audit Planning & Execution

- Auto-generation and finalization of Draft & Final Audit Plan
- Notification from GRC Audit Module by Auditor, to Auditee, about audit findings
- Recalculation of Maturity Level based on closure of audit findings
- Change in terminology
 - Audit Log => Entity Log
 - Audit Checklist => Control tests
 - Audit Findings => Control Test Issues

Project Learnings

- Integration of Project Learnings with Knowledge Management
- Enabled for periodic update of learnings & removed linkage with Project Closure

Risk Profiling

- Module enhanced to include Reason for red/amber risk categories & Risk Profiling Trend

Project Closure

- Module enhanced to enable auto closure of Projects (To avoid delays and backend closure)



COMPASS 2.0 - Key Improvements Summary

Metrics

- Project Metrics Report implementation (planned in staggered phases)

Project Management Plan (PMP)

- PMP divided into
 - “Master PMP” with Org level standard details
 - “Project specific PMP” with project/client level details
- Prepopulated text & dropdown options are provided in multiple sections

Senior Management Review (SMR)

- Data driven SMRs to take informed decisions
- Client centric parameters across 4 basic pillars of governance
- Pre-population of data with automated RAG status
- Integration of Systems for information flow to reduce manual intervention

Progressive Work Product Audit (PWPA)

- Revised as part of Simplification exercise



Thank you