

Knowledge Acquisition Template

Version: 2.0

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Knowledge Acquisition Document

For <Application Name>

< Project Name>

<Project Code>

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1. OBJECTIVE AND SCOPE

2. KNOWLEDGE ACQUISITION TEAM

Sl.No	Name	Role	Start Date	End date

3. EXISTING MAINTENANCE PROCESS

<In KA phase the following activities may be carried at customer site, which needs to be identified and documented. In case the same is not practiced, queries need to be raised with the customer and resolution on these needs to be documented>

3.1 BUSINESS DOMAIN KNOWLEDGE

<This includes the customer’s business activities, technical transactions and external entity involved and detailed focus on Company’s proposed role in the system>

3.2 TECHNICAL DOMAIN KNOWLEDGE

<This includes the technical information about the application architecture, interface details, sequential interfaces, schedule of batch jobs, volume and performance details during peak time, peak day, peak week, peak month, peak year etc. technical transactions existing in the application and implementation of the application>

3.3 APPLICATION SOFTWARE ARCHITECTURE

<Identify the software architecture details of the application that will be maintained by the project team. >

4. MAINTENANCE PROCESS FOLLOWED BY THE CUSTOMER

This will include

- Receipt of requests from multiple locations,
- Analysis of what type of requests from which type of users
- Approving authority for change requests,
- Documentation of impact analysis of the requests,
- Documentation of technical solutions,
- Analysis done on type calls etc.
- Customer’s Critical To Quality
- Different classes of users of the system
- Testing process before the changes are impacted onto the production system
- Emergency fix procedure
- Any other

5. DEFFICIENCIES IDENTIFIED IN THE EXISTING SYSTEM

<This shall include the deficiencies in the existing system/process, if any. >

6. PROPOSED SOLUTION

<This shall include the solution to meet the requirements of the customer. The solutions may be based on improvements for the deficiencies identified in the existing system/process. >

7. ITEMS PROVIDED BY THE CUSTOMER/PREPARED DURING KA PHASE

Items	Output	Accessibility
<Design Standards>		
<Coding Standards>		
<Document Standards>		
<Checklists>		
<Reusable components>		
<Copy books, rule book>		
Baseline Inventory and Inventory of Dependent Components		
<any other learning>		

8. SUMMARY OF THE DISCUSSION

<In case the summary of the discussion recorded as minutes of meeting provide a hyperlink to this section>

Discussion with	Discussion results
<With End User >	
<With IT department>	
<With Domain Experts>	

<The summary of the discussion should also capture roles, Administration authority, Security system applicable to various roles, limitations of the application>

9. CONTACT DETAILS OF MAINTENANCE EXPERTS AT CUSTOMER’S SITE

Name	Activities	Contact Details
<Name of the expert at client site>	<Experts role, activities>	<phone number, e-mail id>

10. PROCESS MODEL FOR PILOT PHASE

<Mention the process model that will be followed for pilot phase. Preferably mention it using flow chart>

11. IMPLEMENTATION OF PILOT PHASE

<Document the type of requests that were piloted. Include the type of support and guidance provided by the customer, how additional management support responsibilities were taken from the customer in managing the maintenance activities. Log requests details, resolution details and any other information of the MRs>

12. IMPROVEMENTS IDENTIFIED AFTER PILOT PHASE

<List the type of enhancements, Improvements that are necessary for the application at the end of KA phase, enhanced post-pilot process model >

13. STATUS ON ENVIRONMENT SETUP AT OFFSHORE

Items	Responsibility	Status	Issues/Risks
<Hardware List>	<Name of the person>	<open, closed, in-progress>	<mention issues/Risks if any>
<Software list>			
<Telecommunication>			
<Links>			
<Source code			

environment>			
<Test data>			
<Any other>			

14. KNOWLEDGE ACQUISITION COMPLETION CRITERIA

Criteria	Achievements	Approved by
Reviewed Baseline Inventory and Inventory of Dependent Components is available		
<Example :Minimum 85% rating to be obtained at the end of the KA during presentation to customer group>	<Actual achievements>	<>
<Successful Pilot run for 100 requests, should include not less than 20 S1 requests>		
<Coverage of at least 8 applicable modules with 5 requests each>		
<Successful pilot run for two weeks>		
<Any other>		

15. DOCUMENT DETAILS AND REVISION HISTORY

Prepared by	Role	Date
Reviewed by	Role	Date
Approved by	Role	Date
Circulation List		Version #

Date	Version #	Section / Page # changed	Details of changes made
<Approval Date>	<Version number of the work product>		