CubeIQ
Project Management & Governance

Version 1
Release 1.20.00
Published: February 2007
Last Update: November 2016

Contents

Accepted By:

1 Project Management Methodology

CIQ's project management methodology is based on a team working philosophy. It defines a set of disciplines and standards which integrate the process of project management, engineering, organization, and quality assurance.

CIQ project teams utilize common standards known as CIQ Project Management Methodology (PMM). PMM is designed as a generic 'life cycle' model and defines a project in phases. The model allows for a set of deliverables to be tailored for each phase. Each phase has a review process involving all members of the project team (including the Client's project personnel).

Further benefits of the phased approach are that phase exit criteria are pre-defined to ensure transition between phases occurs in a controlled manner. This allows for formal reviews of the business, user, and technical requirements during the project, in addition to those driven by changes to the Requirements specifications and associated contract.

CIQ Project Management Methodology is based on a single project plan produced from the Requirements Specification by the project team. If no specification is defined, one must be created. The project plan forms a contract between all parties involved in the project. It is a live document, which always reflects the Requirements Specification. The plan is directed by the **Program or Project** Manager.

PMM also incorporates Change Control. All requests for changes to the Requirements Specification and for additional activities not covered by the Project Plan and resulting work statement will be addressed through and by the CIQ Project Manager. A rigorous and strict Change Control Process will be implemented and administered by the Project Manager.

Accepted By:

2   Client Interfaces

The total solution delivery will be the responsibility of the CIQ Project Manager with assistance and support from the Client's Project Manager. The principal interface between CIQ and the Client will be between the CIQ Project Manager and the Client's Project Manager except when CIQ is not the prime contractor. The strategic direction of the project should come from the forums listed below. The purpose of these forums is to ensure that the appropriate communication takes place and the authority to change plans is clearly defined and to form a solid partnership. Every meeting at all levels must be documented.

Accepted By:

3 Project Governance and Review Meetings

3.1 Joint Review Board

This board should consist of one Senior Manager of the Client and a Senior CIQ Manager. It should meet every two to four months, depending on the length of the project, to review progress.

3.2 Project Steering Committee

This committee will be chaired by the Client, but will comprise a representative from CIQ as well as from the Client.

- Responsibility: The function of the Committee is to periodically review the project and to provide a formal channel of authority and guidance to the project. It should consist of Senior Managers representing the two companies, together with their sub-contractors as necessary. Project Manager's/leaders shouldn't be part of the steering committee but should report to it.
- The make-up of this team will typically be as follows:
    - Senior Client Managers
    - Senior CIQ Manager

3.3 Project Team Review Meeting

This group should be chaired by the Client Project Manager, and take place on at least a bi-weekly basis. Its principal task is to review progress on a day-to-day basis. Issues which arise and are not resolved should be escalated to the Steering committee. This should be a forum for the key project team members from both the Client and CIQ, and provide the main project tool for the day to day management of the project.

Typical attendees are:

- Client Project Manager
- CIQ Project Manager
- Client core Project Team members, e.g.
    - IT representative
    - User department Representative
    - Training Representative
- CIQ Core Project Team Members

NOTE: <u>Every</u> meeting must be <u>documented</u>.

Accepted By:

4 Project Management Services and Resources

4.1 Program Manager Services

This Program Management services from CubeIQ is a supervisory service of managing several related projects of the same program with primary target to synchronize and improve implementation organization's performance.

A Program Manager can be seen as the visionary leader for the overall program. They articulate the goals and objectives of the program and how it will impact the business. Their role is to map out and define the list of dependent projects that need to be completed to reach the overall goal. When it comes to the program, they focus on strategy and implementation, and how to delegate the projects appropriately.

4.2 Project Administration Services

This service provides continued project support administration from CubeIQ.

Client enjoys a single point of contact throughout the project to increase effective communication. This reduces turnaround time and centralizes information reducing project costs. The project administrator organizes, communicates, schedules, and reports on project status, tasks, and personnel.

4.2.1 Program Administrator's responsibilities

- Identifies resources needed and assigns individual responsibilities;
- Manage project status reports;
- Monitor and maintain development schedules and implementation;
- Assist in the coordination of meetings in order to assure timely and accurate completion;
- Track project implementation through established issues and action document;
- Participate in customer calls and reviews;
- Ensures project documents are complete, current, and stored appropriately;
- Reviews deliverables prepared by team.

4.3 Project Manager Services

This service includes and expands on the Project Administration Services. A dedicated Project Manager will be assigned to the financial institution from the inception of the project to the successful closure of the project. Further adding features such as cross departmental communication within the financial institution. The CubeIQ Project Managers, working within the agreed upon scope of the project, utilize relationship management skills to help keep project on track, on scope, and on budget. The CubeIQ Project Managers offer a broad skill set to integrate with the specific financial institutions PMO (Project Management Office) process. Further, the CubeIQ Project Managers use the disciplined technique and structure throughout the lifecycle of the project. These managers organize, schedule, and manage resources associated to the project as well as additional project related documents such as contact list, project plan, change management documents, issues and action items lists, and status reports.

4.3.1 Project Manager's responsibilities

The CIQ Project Manager is responsible for the management of all project implementation issues. The CIQ Project Manager will be the primary interface between the Client and CIQ and its sub-contractors. The CIQ Project Manager's responsibilities include:

- Manage project status reports from design to implementation;
- Document and track all development requests;
- Creates and executes project work plans and revises as appropriate to meet changing needs and requirements;

Accepted By:

- Establish clear follow up dates, proactively contacting others to review progress and confirm action taken;
- Ensure development project plans adhere to the Master Project Plan throughout the project lifecycle;
- Ensure that technical documentation is complete through the project lifecycle;
- Participate in meetings and makes recommendations for process development or changes in service;
- Manages day-to-day operational aspects of a project and scope;
- Manage deliverables prepared by team with stakeholders;
- Effectively applies our methodology and enforces project standards;
- Manages engagement reviews and project quality assurance procedures;
- Identifies and minimizes the exposure and risk on project;
- Track project implementation through established Change Control procedures;
- Integrates with financial institutions PMO process.
- *Directing and coordinating all required resources;*
- *Being the primary interface with the Client;*
- *Organizing and maintaining project files/library;*
- *Completing thorough testing of all software development;*
- *Defining corrective measures when and where required;*
- *Applying and managing strict change control procedures;*
- *Managing any sub-contractors.*

4.4   Additional Project members

1. **CubeIQ Product Expert:** Provides product expertise on product/software/system/solution technology.
2. **CubeIQ Compliance Expert**: Provides analysis, guidance, and subject matter expertise on product/software/system/solution regulatory compliance.
3. **CubeIQ Documentation Expert:** Provides analysis, guidance, and subject matter expertise on the formal documentation of Implementation requirements. This includes documenting the Business Requirements and Functional Design, based on CubeIQ Extended Services.
4. **CubeIQ Training Expert:** Provides product/software/system/solution training.
5. **CubeIQ Installation Expert** : Provides product/software/system/solution installations
6. **CubeIQ Development Expert:** Provides expertise regarding the transference of data from the bank's system to the product/software/system/solution.

4.5   Client Project Manager

The Client Project Manager is the single point of contact within the Client's organization. Typically, the responsibilities of the Client Project Manager are as follows:

- Produce the internal project plan;
- Approve the project documents;
- Report on project status regularly;
- Ensure user procedures are in place for system use;
- Ensure training is provided to the system users in accordance with the contract;
- Ensure that the contractual items to be provided are available on schedule and to the agreed-to level of quality;
- Form the acceptance committee to accept and develop the acceptance test plan criteria for the acceptance testing;
- Ensure with CIQ that plans are in place to have a smooth transition from the current system to the new system;

Accepted By:

- Escalate any contractual issues or problems to the Project Team or the appropriate Client and CIQ management;
- Ensure that the proposed resolution of any issues or problems is approved.

4.6 Roles and Responsibilities

It is CubeIQ's goal to implement the system in the most cost effective way. In order to achieve this goal, the customer will also be responsible to provide certain resources and the technical environment to complete the implementation tasks. Alternatively some of these tasks can be facilitated by CubeIQ as part of our "Extended Services".

This project will require participation of customer's staff members who have the skill set and experience to perform the following tasks:

4.6.1 Regulatory Compliance staff

The compliance staff will be required to provide the following assistance:
- Establish compliance business requirements.
- Create Policies and Procedures.
- Establish compliance Risk policy and risk classification.
- Authenticate the Data being imported into compliance manager.
- Document the expected results.
- Validate the results.

4.6.2 Technical Staff

The technical staff will have the following responsibilities:
- Provide technical infrastructure for deployment of the product/software/system/solution.
- Provide Network support.
- Installation and configuration of all 3rd party systems as described in pre- installation checklist, such as SQL Server, Windows XP, MQ series, and Network administration.
- Create interfaces to product/software/system/solution based on Specifications provided by CubeIQ/FIS.
- Gather and populate all static data required by product/software/system/solution.
- Availability of a working environment.

4.6.3 Administrative

The Administrative staff will be responsible for the following:
- Security Policy
- Managing Users
- Assigning User rights and Privileges.
- Managing Tasks and processes.
- Monitoring Imports.
- Managing unprocessed activity.
- Managing System Parameters.

4.6.4 Experience

CubeIQ have extensive experience in managing large scale implementations. By adhering to a solid Project Management approach developed over many years of experience with our customers we are able to meet target dates and ensure a quality satisfactory result that meets expectations.

4.6.5 Team Member Biographies

Attached please find CV of the team members.

4.7 Sub-Contractors Project Activities

The sub-contractor will report to the CIQ Project Manager. The most important planning exercise to ensure successful implementation is the Analysis and Functional Requirement Specification, conducted in the first phase of the project in conjunction with the Client's project team. The information obtained from this review activity establishes the foundation for most of the remaining project activities including hardware environment, product and

Accepted By:

system parameter set-up, operational impact and transition considerations, and most importantly, training. Sub-contractor deliverables should be defined as part of contractual obligations with payments tied to milestones.

4.8 CIQ as Sub-Contractor

The CIQ Project Manager will report to the Prime Contractor's Project Manager. The most important planning exercise to ensure the successful implementation is the Analysis and Functional Requirement Specification, conducted in the first phase of the project in conjunction with the prime contractor's project team. The information obtained from this review activity establishes the foundation for most of the remaining project activities including hardware environment, product and system parameter set-up, operational impact and transition considerations, and most importantly, training. CIQ deliverables should be defined as part of contractual obligations with payments tied to milestones.

**** EOF ****

Accepted By: