**UniQuE**

Stream Requirements

(Engagement Name and Id)

(Client)

**Document History**

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**Review And Approval**

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1. Introduction
   1. Purpose Of The Document

This document details the Requirements of the respective stream. This document defines the mutual understanding of Capgemini and the Client about how this process can be delivered to meet the agreements with the Client, as specified in the Service Contract

* 1. Control Of The Document

The Engagement Manager (EM) in collaboration with the respective Stream Manager sets up the initial version of this document and the periodic maintenance of this document. This document should be minimally reviewed yearly and if needed, intermediate versions can be published. Each adjustment on this document should be agreed by the Client and Capgemini.

* 1. Owner

Owner of this document is the Engagement Manager of the Service Engagement.

* 1. Distribution

Each version will be distributed to all stakeholders of Capgemini and the Client. Each stakeholder is responsible to take notice of this document, communicate to his teams and act accordingly.

1. Scope And Context
   1. Overview And Scope

*<<Mention the objective of the stream in the Engagement. Also describe the scope (in scope and out of scope) based on the engagement contract>>*

* 1. Assumptions

*<<List down the assumptions with respect to the respective stream>>*

* 1. Critical Business Success Factors

*<<Define the Critical Success Factors responsible for successful execution of the respective stream>>*

1. Current Details
   1. Application Landscape

*<<The scope of this process is limited to the set of applications described in the Service Contract. A list of the applications, categorized by type, being part of the application landscape is included below.>>*

|  |  |
| --- | --- |
| Type | Application |
| SAP, JAVA, etc. | … |
|  |  |
|  |  |
|  |  |

*<<Or refer to contractual documents>>*

* 1. Current Volumetric

*<< Define existing workload information (Volume Information)>>*

* 1. Existing Policies And Procedures

*<<Define the existing policies so the process currently followed is understood, also gather information on existing procedures, work instructions (workflows, standard operating procedures, estimation Techniques) in this section which can be reused based on the relevance for the current contract>>*

* 1. Existing Monitoring Systems and Tools

*<< Mention the details about the monitoring system and list of tools currently being used to execute the respective stream>>*

* 1. Risks and Issues

*<<Understand and track current risks and issues with in the respective stream>>*

* 1. Design (if applicable)

*<<Define the AS-IS design, wherever applicable>>*

1. Requirements
   1. Generic Requirements And Deliverables

*<<Mention the generic requirements for the respective section.*

*Example: In case of Incident Management, criteria for specific incidents like major incidents, security incidents, incidents raised by VIP stakeholders, etc.. Can be defined along with the specific resolution steps and escalation protocols*

*In case of Event Management, the applicable technologies along with the applicable configuration items that should be monitored via event management can be defined, configuration items which are critical to business get highest priority while doing this. Monitoring baseline agreed and configured in the Monitoring system. Approach to handle different type of events like “Information”, “Warning” and “Exception” is also defined.*

*Also specify the list of key deliverables expected from the respective stream>>*

* 1. Applicable Service Levels And Key Performance Indicators

*<<Refer to SLA and if needed, add list additional agreed (internal and external) KPIs>>*

* 1. Any Other Contractual Obligations

*<<List down any other obligations as per the contract, for the respective stream>>*

* 1. Service Model / Location Requirements

*<<Mention the service model agreed for the respective stream. Also define the agreement on location of work, also any commitments made on split of work between onshore and offshore>>*

1. Communication And Reporting Requirements
   1. Internal And External Stakeholders

*<<Maintain the list of internal and external stakeholders who would perform key roles in the execution of the Event Management stream>>*

* 1. Reporting Mechanism and Frequency

*<<Define the requirements for reporting the data for Event Management stream also the decide and mention the frequency of reporting>>*

* 1. Escalation And Dispute Resolution Process

*<<Define the process to be followed in case of escalations or any disputes>>*

* 1. Any Other Communication Requirements

*<< Mention any other communication requirements like Status calls, steering committee meetings etc>>*

See Annexure for format to be used for business use-cases.]