

Annexure – 08 (Profile of the Project Team)

1. Project Director (1)
2. Transition / Delivery Manager (1)
3. Project Manager – Software (1)
4. Project Manager – SLA (1)
5. Project Manager – Information Security (1)
6. Project Manager – Service Desk and Support (1)
7. Project Manager – Infrastructure (1)

1. Project Director:

Educational Qualifications: Post Graduate in Information Systems (B.E. /B.Tech. and preferably with M.Tech/ MBA)

Certifications: Prince2 practitioner / PMP, ITIL - Service delivery / Continual Service improvement

Experience and Responsibilities:

- 15-20 years' experience to design, develop and maintain enterprise application out of which 3+ year of experience in e-governance domain
- Lead Overall Account & Program Management
- Executive level escalation point
- Own overall solution implementation, service delivery and P&L of the engagement
- Lead, Establish and cultivate leadership relationship with Client and other stakeholders as a trusted advisor that understands their issues, needs, and requirements at highest level
- Manage and execute Master Services Agreement (MSA) & subsequent contractual obligations
- Lead & drive change management decisions in conjunction with client leadership
- Responsible for providing leadership for Information technology function, with blend of technology vision and business acumen in healthcare management
- Lead and manage a team of software developers, network operations, security operations and out-sourcing partners / vendors and driving SLAs
- Lead end-to-end architecture and design for enterprise scale application develop long term strategy and define objective for application development team
- Project and Delivery Management oversee the SDLC of the project as per business requirements within defined resources; successfully drive project execution and meeting specific success criteria

- Design and Implement solution to be scalable, evaluates new tools and technologies to solve business problem
- Provide IT support to enable all companywide business initiatives develop implementation plans, in consultation with key stakeholders
- Knowledge of ERP, Health management System, Insurance management, CRM, IT infrastructure, understanding of data security, compliance, IT budgeting and governance
- Knowledge of Networking, In Building Solution and Connectivity (Point to Point Leased Lines and MPLS VPN Network connections)
- Proactively identify and resolve conflicts (if any) among various interfaces and stakeholders
- Regular coaching and mentoring technology team

2. Transition / Delivery Manager:

Educational Qualifications: Graduate in Information System (B.E./B.Tech/MCA.)

Certifications: Prince2 practitioner / PMP, ITIL - Transition management / Service delivery

Experience and Responsibilities:

- 10-15 years' overall IT experience with 7-10 years in Transition and Delivery Management
- Lead transition activities related to the ESIC infrastructure and application solution project
- Ensure service transition is planned and executed to schedule and scope
- Lead Transition & Delivery Management
- Lead IT Operations & Maintenance
- Deliver entire solution within the timeframe and budget as established in the final approved contract
- Establish & drive Program Delivery governance by leading the overall program team
- Develop, execute and monitor various plans such as schedule, staffing, risk management, revenue and cost control and acceptance criteria
- Responsible for planning and overseeing the transfer of key information necessary for the support, operation and acceptance of solutions deployed into production including operational readiness, support documentation and acceptance checklists
- Build transition plans including infrastructure/application support models, change management, learning & communication deliverables
- Co-ordinate routine DC and DRC installations and de-installations of items of hardware and/or software

- Monitor the effectiveness of installations and ensures that appropriate recommendations for change are made
- Promotes awareness of transition planning and support process and strategy
- Accurately plan capacity requirements as per requirement
- Generate and publish short and long term forecasts on capacity
- Ability to assess complex service transition risks
- Ability to identify, escalate and manage project risks
- Develop relationships across the IT organization.

3. Project Manager – Software:

Educational Qualifications: Graduate in Information System (B.E./B.Tech./MCA)

Certifications: Prince2 practitioner / PMP, ITIL - Transition management / Service delivery / Service Design

Experience and Responsibilities:

- Overall 10-15 years' experience with 7-10 years in Application Software Management
- Lead & Manage overall software lifecycle project management
- Experience in developing and maintaining overall technical architecture for large web based application, database, mobile application and security architecture. Hands on exposure to Java based technologies like J2EE, JSP, Struts, Spring, Hibernate, Angular JS, HTML5/JS/CSS3 and Design patterns, .NET based technologies .NET 3.0, 4.0, 4.5, ASP.Net, C#, MVC 4/5, SOA concepts with WCF, WPF or Service Stack, TFS for configuration management.
- Track & monitor SDLC, Agile project plans & schedule
- Manager Project related risks and issues
- Develops the Project Plan with the team and manages the team's performance of project tasks
- Secure acceptance and approval of deliverables from the Project Sponsor and Stakeholders
- Responsible for communication, including status reporting, risk management, escalation of issues that cannot be resolved in the team, and, in general, making sure the project is delivered in budget, on schedule, and within scope.
- Planning and designing the program and proactively monitoring its progress, resolving issues and initiating appropriate corrective action
- Ensuring effective quality assurance and the overall integrity of the program

- Ensuring the delivery of new products or services from projects is to the appropriate level of quality, on time and within budget, in accordance with the program plan and program governance arrangements

4. Project Manager – SLA:

Educational Qualifications: Graduate in Information System (B.E./B.Tech/MCA)

Certifications: Prince2 practitioner / PMP, ITIL Transition management / Service delivery / Service Design

Experience and Responsibilities:

- Overall 10-15 years' experience with 7-10 years in Service Management including SLA Management.
- Driving SLA Operations on focused with Contractual agreement and as per agreed OLA/SLA.
- Continual improvement of the reporting & ratification process.
- Transparency & visibility of service level performance to the ESIC Management/Leadership team
- Manages to run the weekly and monthly governance meeting with ESIC.
- Drive to achieve Points on all agreed KPI Target's.
- Review Service Level Reports for accuracy & completeness.
- Providing feedback to 'ESIC Service Level Owners' and Management about the performance of Service Levels.
- Highlighting poor trending KPIs to the ESIC Management / Leadership Team for heightened awareness.
- Ensure to deliver 100% on Monthly SLA Report, SLA Breach Report, Dispute Note and MOM.

5. Project Manager – Information Security:

Educational Qualifications: Graduate in Information System (B.E./B.Tech/MCA)

Certifications: ISO 27001 Lead Auditor and implementer, CISM, CISA

Experience and Responsibilities:

- Overall 10-15 years' experience with 7-10 years in Information Security Management.
- Responsible for implementing ISO 27001 framework requirements for ensuring adequate security levels.
- Experience on managing tools such as SIEM, Proxy, Malware analysis, Anti-Virus & Patch management.

- Operation and Maintenance of the Information Security Management System.
- Implement tools and processes related compliance monitoring, governance and internal audits.
- Review and evaluate all security incidents as per the security incident management procedures.
- Create, implement & review Information Security strategy across the organization.
- Evaluate the adequacy of security measures to protect organizational data and information assets.
- Co-ordinate with Vendors and execute projects within timelines and budgets.

6. Project Manager – Service Desk and Support:

Educational Qualifications: Graduate in Information System (B.E./B.Tech./MCA)

Certifications: ITIL service operations

Experience and Responsibilities:

- Overall 10-15 years' experience with 7-10 years in Service Desk and Support Management.
- Lead the 24/7 Service Desk that provides the customer interface and technical support services for the full portfolio of products and services, with a key focus on Incident, Service, Change and Problem management.
- Closely work with the technical teams in Service Delivery, Technology Network Operations, and Applications
- Ensure timely information to customers on deployment of a range of integrated Fixed, Mobile & ICT related solutions.
- Role requires ability to influence across a dynamic set of internal / external stakeholders and teams.
- Taking ownership of incidents, communications and partner engagement
- Manage vendor engagement and senior executive communications for complex & critical incidents, using understanding of customer networks, applications, services and solutions.