



Fact sheet short description

The capabilities and the process methods followed by ValueSource India for the Maintenance process are highlighted in this fact Sheet

About Us

ValueSource India currently offers application development services to KBC group, one of the largest banking & insurance groups in Europe.

Maintenance Approach

Typically maintenance activities can be taken up under the following scenarios

- Acquisition from the Development team.
- Transfer of maintenance from another organization.

Under either scenario, there are two ways in which to proceed. The first option would be to have a knowledge transfer from either the development team or the team that is already doing the maintenance.

If no such option is available, then the maintenance activities would be taken up with the existing documentation and functional input from the Business.

In the **preparatory phase**, the overview about the system that is to be maintained is collected (**Due Diligence**) in order to decide on the approach to taking over maintenance, the size and organization of the maintenance team, the SLAs etc. The technical trainings if any are also identified here.

The **Knowledge Transfer** is an optional phase and depends on the approach that has been identified in the preparatory phase. In this phase, the identified team is first trained on the necessary technologies to

perform the maintenance. Next, there would be a functional overview of the application followed by hands-on training. Lastly, there would be a guarantee period. There needs to be periodic evaluation of the knowledge transfer and movement from one sub-phase to another will be based on meeting of pre-defined criteria.

Creation / Updation of knowledge base will be done by the maintenance team once the maintenance activities are started. In the case where there is no Knowledge transfer, it becomes the responsibility of the maintenance team to create a knowledge base. This would be created based on the daily activities by recording any knowledge that is acquired which is useful for maintaining the system in the knowledge base. The knowledge base is a live organism that will be continually updated.

Retention of the maintenance knowledge is key to providing continuity of maintenance without decrease in quality of service. One of the most important components of retention is the knowledge base. Effective Internal knowledge transfer will happen only when there is a proper knowledge base. However, to mitigate the risk of loss of knowledge any single point of dependency needs to be eliminated. In order to identify this, a skill matrix is maintained which highlights the critical resources. A back up plan is built for the critical resources. Some of the techniques that are used for spreading the knowledge across the team are cross application training and shadow programming.

Technology Skill Areas

- VAG



- APS
- Metasuite
- RBD EGL
- Informatica Power Center

Process Skill Areas

- Application Maintenance
- Production Support

Domain Skill Areas

- Insurance
- Banking

Why ValueSource India

- ValueSource India is a subsidiary of KBC Bank, Belgium and the offshore development partner for KBC Bank.
- ValueSource India has the right experience and methodology of a software company to handle end to end software development, maintenance and Enhancement needs.
- ValueSource India is capable of applying its extensive experience obtained from earlier Application Outsourcing initiatives for your Projects.

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Lexicon

- RAD : Rational Application Developer
- RBD : Rational Business Developer
- EGL : Enterprise Generation Language
- 4GL : Fourth Generation Language
- ClearCase : Open system based Version Controller
- VAG : VisualAge Generator
- SDLC : Software Development Life Cycle
- Agile : An iterative development methodology
- Scrum : An iterative development methodology

Key Benefits



- Maintenance continuity without dip in quality of service
- Improved stability of the application
- One stop Service for requirement to implementation

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