

Institute of Management, Nirma University

# FINAL REPORT

# Infosys

Summer Internship Program

Submitted By:  
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201336  
MBA FT- [2020-22]

Submitted To:  
Prof. Bhavesh Patel

Date: 12<sup>th</sup> July 2021

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## Details of Report

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Sr. No.	Particulars	Details
1.	Author of Report	Priya Choudhary
2.	Company Name	Infosys Ltd.
3.	Project Title	Enterprise Application Services SAP (Systems, Applications & Products in Data Processing) providing services to large Pharmaceutical client
4.	Office Address	Infosys Ltd.  44, Infosys Avenue Electronics City, Hosur Road, Bangalore 560100, (Karnataka, India)
5.	Organization Mentors	Mr. Amit Pai (Lead Consultant, SCRUM Master, EASSAP)  Mr. Sachin Thorat (Group Project Manager, SCRUM Master, EASSAP)  Mr. Vikrant Kanwar (Group Project Manager, EASSAP)
6.	Institute Mentor	Dr. Bhavesh Patel  Institute of Management, Nirma University
7.	Duration of Internship	3 <sup>rd</sup> May 2021 to 30 <sup>th</sup> June 2021
8.	Date of Report	12 <sup>th</sup> July 2021

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## Acknowledgement

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The successful execution of any work is typically not an individual effort. It is the result of the committed and cumulative efforts of a lot of people, each of whom plays a unique role in achieving the goal. This part is a value of thanks and appreciation to all individuals who have contributed in their own unique way to the project's completion, whether implicitly or overtly. For their invaluable comments and suggestions, I wish to thank them all.

The institute gave me the opportunity to earn the skills required to compete in this dynamic environment, have clear farsightedness in the multi-faceted business environment, and expertise in how a business works. I would also like to express my deepest appreciation to the Institute of Management, Nirma University for providing me with the possibility of pursuing this internship.

It is a privilege to have a mentor like Prof. Bhavesh Patel, a well experienced and highly knowledgeable academician at Nirma University. His guidance has helped me go in a resolute direction.

I would like to express my gratitude towards my industry mentor, Mr. Sachin Thorat, industry buddy, Mr. Vikrant Kanwar and my industry guide Mr. Amit Pai at Infosys Limited for their impeccable guidance, continuous support and constant motivation.

Positive inspiration and the right guidance are a must in every aspect of life. Especially, when we arrive at the academic stage for instance. For the success of my project, a number of obligations have been taken. I have performed the solemn duty of expressing a heartfelt thanks to all who have endowed me with their precious perpetual guidance, suggestions and information. Any kind of help directly or indirectly has proved of significant importance.

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## *Executive Summary*

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The objective of this report is to summarize the activities and tasks undertaken as a part of the summer internship program at Infosys Ltd. The project titled: Enterprise Application Services SAP (Systems, Applications & Products in Data Processing) providing services to large Pharmaceutical client's Operations pertains to the scope of work in the sector of On-Boarding, Training and Management. This project is further divided into three segments whose objectives are listed as below:

1. To optimize the On-Off boarding process: This refers to streamlining the entire process of onboarding for making the new joiners equipped for the job role. The other objective here includes the optimization of the on-off boarding process and thus ensuring that sustenance is maintained by using a weekly tracking mechanism. Thus the structural procedural execution of on-off boarding stands acknowledged.
2. To streamline and harmonize the Training Role for AMS Teams: This pertains to the correction in the Training Matrix retaining the Training role and executing one-time clean-ups and regular/routine checkups for Training Completion. This ensures training being executed on time with a 100% compliance mechanism and removal of unnecessary allotted training from the team.
3. To design a process which retains the correct Training Team: This relates to identifying the bottlenecks, failures and gap in the process and thus ensuring that the clean-up is maintained.

The principal area of work revolves around the process designing for the Training and Management through procedural optimization for areas including the Onboarding and Employee Training by utilizing various data analytical tools. The report also encompasses the expected overall learning as a part of the Summer Internship Program at Infosys Ltd.

## Part-A Profile of the Organization

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### *About the industry: Information Technology(IT) sector*

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India is the world's largest sourcing destination, with the world's greatest pool of competent technical graduates. Despite headwinds in 2020, Indian technology provided roughly 8% of the country's gross domestic product, with a 52 per cent share of services exports and a 50% part of total foreign direct investment based on inflows from April to September. The following sub-domains make up the IT industry:

1. Software Development
2. Software Management
3. IT Consulting, and other online services
4. Business process management (BPM)

This shift to cloud services has spurred hyper-scale data centre investments, which are expected to reach more than US\$ 200 billion per year by 2025. India is predicted to take a considerable part of the global industry by 2025, with yearly investment anticipated to reach \$5 billion.

According to the NITI Aayog, artificial intelligence (AI) is anticipated to enhance India's yearly growth rate by 1.3 per cent by 2035. In the short term, significant growth in AI by Indian enterprises might result in a 2.5 per cent boost in India's Gross Domestic Product (GDP).

The information technology sector is evolving rapidly and changing the face of Indian business standards. Software Development, Consulting, Software Management, Business Process Outsourcing (BPO) and Online Services are all part of this industry. India is the topmost offshoring destination for IT companies across the world. Having proven its capabilities in delivering both on-shore and off-shore services to global clients, emerging technologies now offer an entire new gamut of opportunities for top IT firms in India namely TCS, Infosys, WIPRO, HCL etc.





The Indian IT sector is one of the few sectors that remained operational and active during the COVID-19 crisis. Despite the fact that the Indian IT sector faced numerous technological challenges and problems, it overcame them by perseverance and creative thinking. Despite these challenging working environments, the Indian IT sector has been able to maintain its large-scale activities – thanks to a large remote workforce.

## Market Size:

The Indian IT industry's revenue is expected to reach US\$ 194 billion in FY21, up 2.3 per cent year on year, according to the National Association of Software and Service Companies (NASSCOM). Within the private sector, the sector employs the most people.

By 2025, the Indian software product sector is anticipated to be worth \$100 billion. Indian enterprises are concentrating their efforts on overseas investments in order to grow their global presence and improve their worldwide delivery centres. In accordance with this, Tata Consultancy Services said in February 2021 that it would hire 1,500 technology employees in the UK over the next year.

## Players in the Industry:

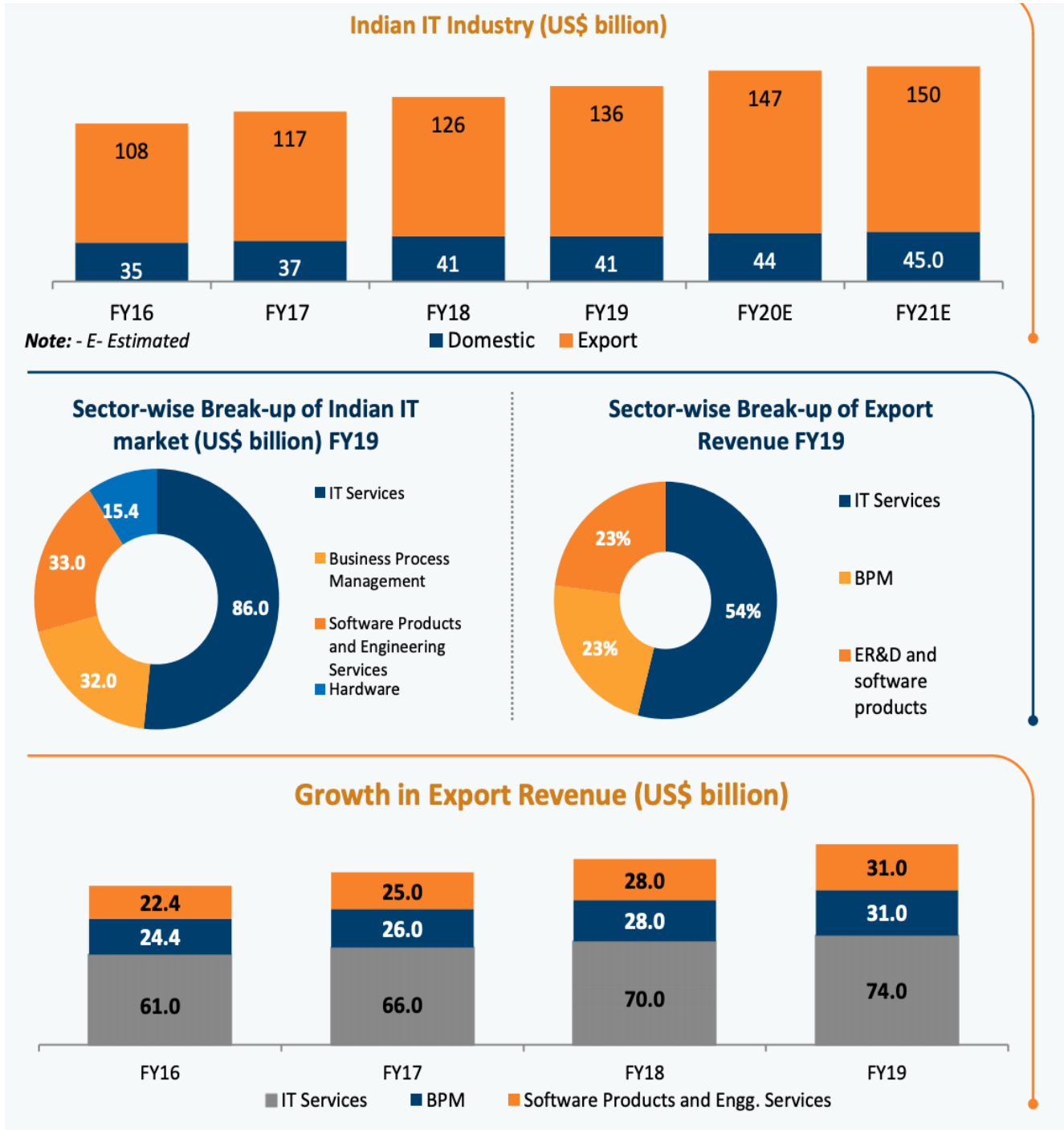
RANK	COMPANY	CEO	CEO RATING	EMPLOYEES	FUNDING	REVENUE
		 Salil S. Parekh CEO	68/100	239,233	\$0	\$12.9B
1		 Rajesh Gopinathan CEO	81/100	5,110	--	\$851M
2		 Thierry Delaporte CEO	81/100	150,000	--	\$7.9B
3		 C Vijayakumar President & CEO	56/100	150,287	--	\$9.9B
4		 CP Gurnani CEO	73/100	88,802	--	\$5.2B
5		 Brian Humphries CEO	75/100	281,600	\$29.2M	\$16.8B

Source: Owler



The image portrays the infographics related to the following:

1. Market Size
2. Sector Composition
3. Key Trends

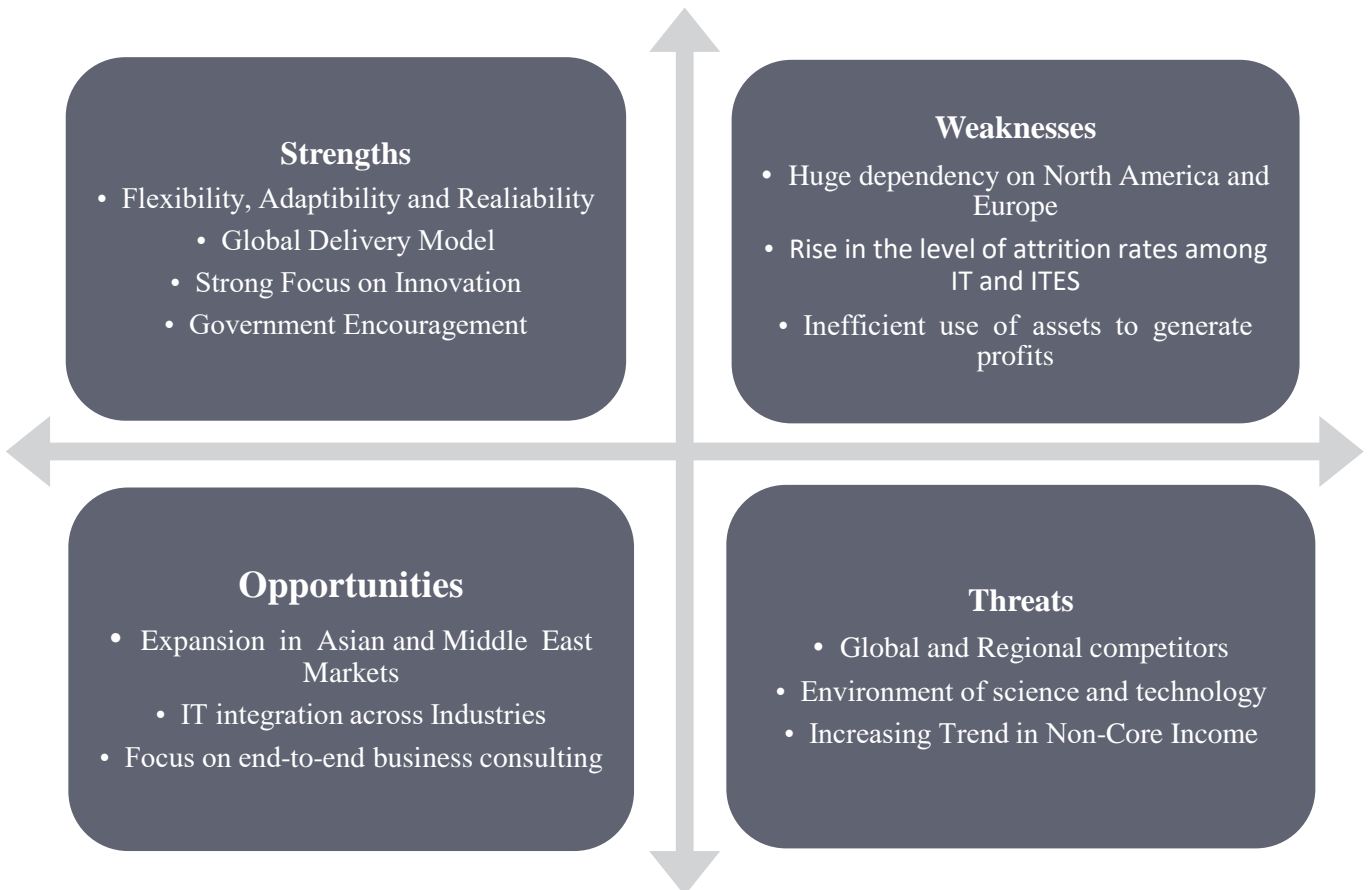


Source: IBEF



Source: IBEF

## SWOT Analysis:



## **Challenges faced:**

"Captive centres" of multinational corporations are one area of the IT business that has suffered. Data analytics, IT administration, and research and development are among the services provided by these centres to the parent firm. Walmart Labs, as well as Target and Lowe's in the United States, have similar facilities in India to save money and make use of the local talent pool.

The pain for IT and outsourcing firms originates from a drop in IT project spending by corporations in the United States and worldwide, particularly in industries like travel and tourism, hospitality, and aviation, which have lost 80% to 90% of their earnings. Banks and financial services businesses, for example, are in cash-conservation mode and trying to postpone major IT investments. In FY20, the Indian data annotation market was valued at US\$ 250 million, with the US market accounting for 60% of the total. Due to increased local demand for AI, the market is estimated to reach US\$ 7 billion by 2030.

Hundreds of thousands of jobs are in jeopardy as a result of the industry's downturn. According to the National Association of Software and Services Companies (NASSCOM), a trade association, the IT services and outsourcing industry employs about 4.4 million people and added 200,000 new positions in the previous fiscal year.

These obstacles have stifled the expansion of the country's major IT firms, resulting in employment losses. To stay up with global competitiveness, IT businesses must first adopt digital technology. Second, colleges must teach hard skills to students. Third, IT behemoths must lead by example and boost India's worldwide reputation.

## **Road Ahead:**

India is the world's most popular outsourcing destination for IT companies. After demonstrating its ability to deliver both on-shore and off-shore services to global clients, evolving technologies now open up a whole new world of possibilities for India's top IT enterprises. By 2025, the sector is estimated to be worth US\$ 350 billion, with BPM accounting for US\$ 50-55 billion of that total.

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## About the organization- Infosys Ltd.

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**Tagline:** “Powered by Intellect, Driven by Values”

**Slogan:** “Navigate your next”

**Headquarters:** Bengaluru, Karnataka, India

- **Vision (Quoted as is):** “To be a globally respected corporation that provides best-of-breed business solutions, leveraging technology, delivered by best-in-class people.”
- **Mission (Quoted as is):** "To achieve our objectives in an environment of fairness, honesty, and courtesy towards our clients, employees, vendors and society."

Infosys Ltd is a global technology services company that develops, designs, and implements IT-enabled business solutions for its clients. Professional consultancy, design development, product engineering, maintenance systems integration, package-enabled consulting and deployment, and infrastructure management services are among the services provided by the organisation for its customers.



Source: Infosys

As of March 31, 2020, the Company was present in 220 locations across 46 countries. With over two lakh forty thousand employees, it is a global pioneer in next-generation digital services and consulting, guiding clients in 46 countries through their digital transformation.

Infosys is an NYSE-listed global company that was established in 1981 with a capital of US\$250. It has risen to become a corporation worth US\$12.87 billion (Q2 FY21 revenues) with a market capitalization of approximately US\$58.82 billion.

They have accelerated some of the main shifts that have led to India's emergence as the global destination for software services talent during the course of their 39-year journey. They were the first Indian IT company to be listed on NASDAQ, and they pioneered the Global Delivery Model. Some of India's first salaried millionaires were produced as a result of their employee stock options programme.

**Board of Directors:** The board of directors with their respective designation at Infosys Ltd. are named as is below:

Name	Designation
Salil Parekh	Chief Executive Officer and Managing Director
U.B. Pravin Rao	Chief Operating Officer and Whole-time Director
Nandan M. Nilekani	Chairman
Kiran Mazumdar-Shaw	Lead Independent Director
D. Sundaram	Independent Director
Dr. Punita Kumar-Sinha	Independent Director
Uri Levine	Additional and Independent Director
Bobby Parikh	Independent Director

## Founders:

- N.R. Narayana Murthy
- Nandan M. Nilekani
- S Gopalkrishnan
- S.D. Shibulal
- K. Dinesh
- N.S. Raghavan
- Ashok Arora

## Values:

- **Client Value:** Consistently exceed client expectations.
- **Leading by Example:** To set high standards in their business and transactions, and to serve as an example to others in the industry and themselves.
- **Integrity and Transparency:** They must act ethically and honestly in all of their dealings.
- **Fairness:** To be objective and transaction-oriented, earning trust and respect in the process.
- **Excellence:** To strive for perfection in all they do, including themselves, their teams, and their services and goods.



### **Client Value**

To surpass client expectations consistently.



### **Leadership by Example**

To set standards in our business and transactions, and to be an exemplar for the industry and ourselves.



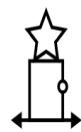
### **Integrity and Transparency**

To be ethical and sincere in all our transactions.



### **Fairness**

To be objective and transaction-oriented, and thereby earn trust and respect.



### **Excellence**

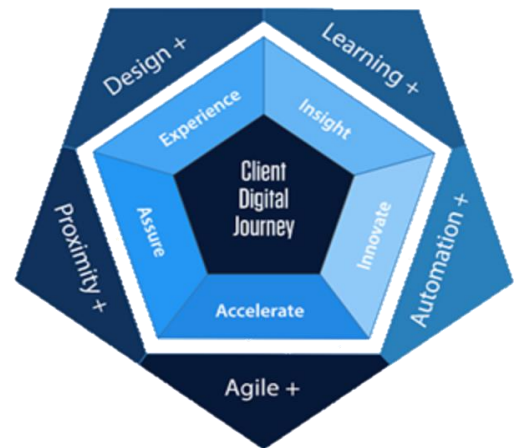
To strive relentlessly; constantly improve ourselves, our teams, and our services and products to become the best.

Source: Infosys- our culture

## Products and Services:

- Products:

- Customer Service,
- Digital Commerce,
- Digital Marketing,
- Distribution, Sourcing & Procurement,
- Talent Management.



- Services:

- **Experience**

- Digital Commerce: In today's multi-channel world, Infosys Digital Commerce Practice provides end-to-end services to help businesses reinvent how they interact, transact, and support their consumers. They are assisting businesses in adapting to the quickly changing world of shopping by providing the necessary knowledge, size, and energy to assist their customers in meeting swiftly changing customer needs in the omnichannel commerce arena.
    - Digital Interactions: Infosys Digital Interactions allows businesses to automate their key processes and provide a consistent experience across all channels of contact. With fast advances in user interface technologies, businesses can stay relevant while also future-proofing their IT investments and improving their time-to-market.
    - Digital Marketing: By providing tailored experiences, Infosys' Digital Marketing expertise assists businesses in developing deeper client interactions. They help businesses do this by providing relevant information, enabling data-driven decision making, and managing hyper-personalized campaigns, all of which lead to increased consumer wallet share.

- **Insight**

- AI & Automation: With deep domain expertise, the ability to co-innovate with flexible experimentation, a deployment model optimised for speed at scale, an ever-growing partner ecosystem, and a unique talent development model, the



Infosys AI and Automation Services team is partnering with clients to Navigate their Next on the journey of transformation with Artificial Intelligence (AI) by leveraging Analytics, Machine Learning, and Robotic Process Automation (RPA).

- Data Analytics: They steer their clients away from the traditional use case or point solution-driven strategy and toward the development of industrialised data monetization capabilities. They start by putting up an integrated blueprint of data-driven value creation opportunities that are specific to their client's businesses. They then draw out a plan to gradually create the skills their clients will need to carry out the blueprint.

→ **Innovate**

- Blockchain: By developing relevant commercial/incentive models for all players in the ecosystem, they are encouraging enterprise-wide adoption of blockchain-powered business networks across sectors.
- Engineering Services: Infosys Engineering Services is ideally positioned to respond to real-time client demands and provide highly competitive technological products while concentrating on continual cost reductions.
- Internet of Things (IoT): Infosys provides complete solutions across 'Sensor 2 Insights' to help businesses build linked processes, products, and infrastructure. These tools improve company transparency, quality, operational efficiency, and end-user experience while also lowering operating costs.

→ **Accelerate**

- Agile & DevOps: In these difficult times, Infosys Agile & DevOps services help clients achieve resilience and agility. Their Design Thinking-led approach to business agility, which includes an end-to-end perspective of the value chain and is driven by Lean concepts and facilitated by intelligent automation, is guided by Lean principles and enabled by intelligent automation. Their adaptable Distributed Agile-DevOps techniques, along with excellent collaboration technologies, guarantee that distant operations run smoothly.



- Digital Process Automation: Infosys Fluid Digital Process Automation (DPA) is a method for bringing together synergistic digital capabilities to create perceptive experiences and responsive corporate value chains.
- Open Source Development and Migration: Infosys offers a complete range of services that help businesses of all sizes speed up their modernisation efforts and achieve more flexibility and scalability. They provide end-to-end Open Source services that assist businesses in increasing agility and speeding up company innovation.
- Salesforce: They combine subject expertise and creative multi-cloud solutions with current technology such as AI/ML and automation. By purchasing Fluidio and Simplus, they have strengthened their skills and services in delivering exceptional client experiences.
- API Economy and Microservices: During these times, Infosys' API Economy and Microservices Practice are focusing on business transformation through ecosystem connection, data unlocking, and digital initiative simplicity and agility.
- Mainframe Modernization: With its A.R.T. (Accelerate, Renew, Transform) methodology for Mainframe Modernization, Infosys helps businesses overcome hurdles in a non-disruptive manner and reduce IT operations expenses.
- Oracle: Enterprises must become resilient and 'live' in such a manner that they can detect new trends and dangers within and beyond their ecosystem and make data-driven choices. Through technology, people, and assurance, Infosys and Oracle are assisting businesses in their journey to a live enterprise.
- Service Experience Transformation: COVID empowers employees with workflows that are always accessible and that help them work better with other existing systems and processes so that they can continue to deliver great experiences, and Infosys' suite of offerings, together with ServiceNow, is enabling enterprises to stay resilient in unprecedented times such as COVID to empower employees with workflows that are always accessible and that help them work better with other existing systems and processes so that they can continue to deliver great experiences.

- Cloud - Infosys Cobalt: Infosys Cobalt helps organisations reinvent the enterprise from the ground up, as well as build new cloud-first capabilities to provide seamless experiences across PaaS, SaaS, and IaaS environments.
- Microsoft Cloud Business: With the power of the cloud, Microsoft Cloud Business accelerates clients' digital journeys via innovation, agility, and scale. They use their collaboration to provide specialised expertise, industry solutions and services, technology investment returns, and business possibilities.
- SAP Practice: It has updated its service offerings to provide company resilience and sustainability in the face of unanticipated occurrences such as COVID-19. They work with their customers to assist them to manage challenging business and ERP transformations and navigate dynamic market situations.
- Workplace Transformation: Infosys offers Consulting, Collaboration Services, and Services in the Domain of Modern Workspaces and Workplace Operations as an end-to-end service provider. They're also well-equipped to use AI and IoT to smarten up physical workspaces by utilising their partner network.

→ **Assure**

- Cyber Security: They were able to secure their worldwide workers to work by the plan was to shift to remote working by design, ensuring it at scale and in the long run.
- Testing: Infosys assists businesses in their digital transformation efforts by providing enterprise digital assurance via engineering-led quality assurance. To increase the value for their clients, Infosys Validation Solutions collaborates closely with key partners.

→ **Application Development and Maintenance**

- Application Development: Through automation, open-source, and licenced third-party solutions, Infosys helps organisations save time spent on all phases of the application development lifecycle, allowing them to go to market faster. Enterprises gain from shorter development lifecycles and faster project completion when they use the Infosys Global Agile approach.

- Application Maintenance and Support: Infosys Application Maintenance and Support is a next-generation service that takes Infosys Nia, a knowledge-based AI platform that combines machine learning with an organization's deep knowledge to promote automation and innovation. It helps customers' enterprises to reinvent system landscapes and fulfil IT goals on a continual basis.
- Domain Consulting: For application services, Infosys delivers domain-specific consulting. This is accomplished by combining business and technical skills to provide full application engagement lifecycle services. Clients benefit from their domain specialists' assistance with strategy development, value realisation, implementation, and operations.
- Technology Consulting: Through professional design and advisory services, Infosys delivers architectural and technology consulting for Application Development and Maintenance. In addition to renewing current application landscapes, these services provide new applications built on next-generation architecture.

→ **Consulting Services**

- CIO Advisory: Their specialists assist businesses in navigating the complexities of today's changing market while also tackling important concerns like new business models, risk, governance, data, and security, all while keeping a close eye on cost and quality.
- Supply Chain & Operations: Their specialists can help businesses utilise the newest technology to create economies at scale, from target operating model planning through S&OP and IBP, expenditure analysis, and sustainability drivers.
- Enterprise Products: Enterprise application-enabled transformation projects, as well as the design and implementation of SAP solutions employing the newest technologies, are among their specialities They help huge companies use big data and the latest in e-commerce, mobile, campaign management, and social media to change consumer and employee experiences. Large companies may use these capabilities to optimise and grow their approach to sales and marketing excellence by using the newest advances.

- Enterprise Change: They help businesses adapt and create value by ensuring that people accept and maximise planned changes in their working styles. Their change specialists have a strong grasp of the human aspects that most affect success and adoption, from organisational design to learning and development programmes.
- AI and Automation: They assist businesses in identifying, framing, and resolving specific business issues that can be solved using artificial intelligence and automation, resulting in demonstrable economic value.
- Transformation Management: They assist companies to achieve their transformation and growth initiatives by providing experience in thinking, governance, and project management in environments where complexity, time, and resources are always at odds.

→ **Reimagining Business Process Management:**

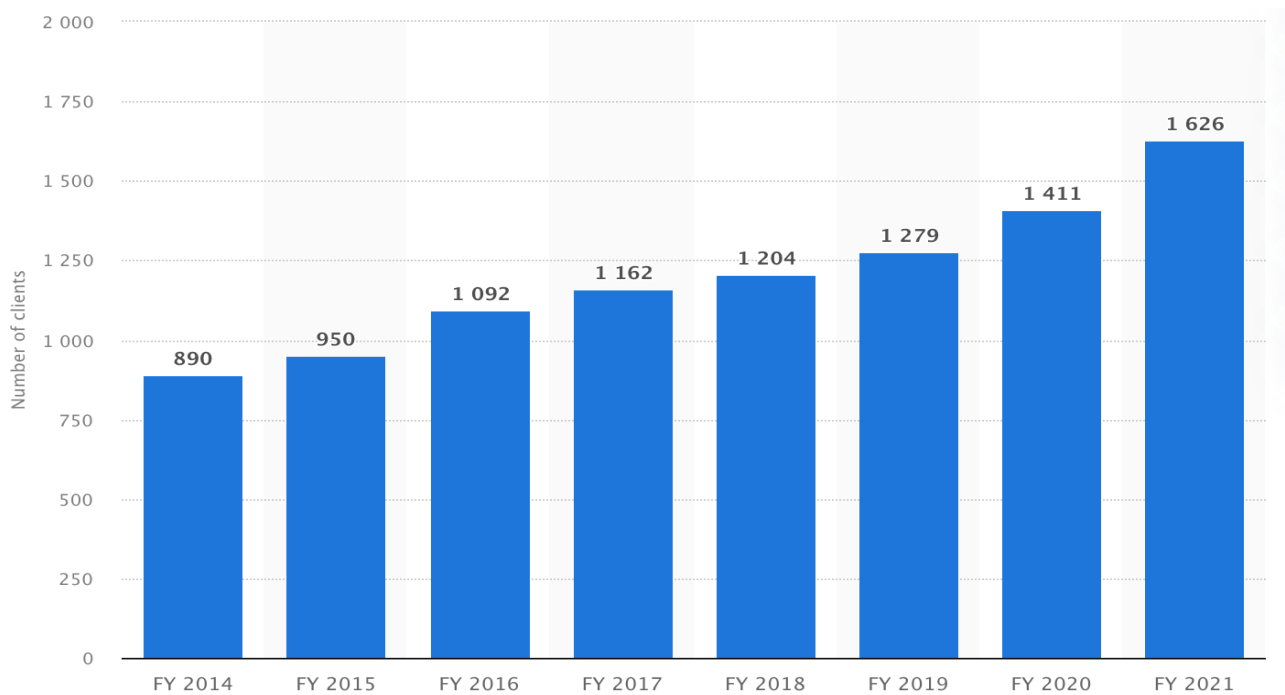
- Business Process Management: Infosys BPM focuses on end-to-end outsourcing and provides transformative advantages to its clients through lower costs, increased productivity, and process reengineering.
- Customer Service: The Infosys BPM customer service methodology recognises and satisfies the client's particular needs in a long-term and comprehensive way.
- Finance & Accounting: Infosys BPM provides exceptional finance and accounting outsourcing services to support the end-to-end financial and accounting function. They assist finance executives in designing, transforming, and operating their finance activities in a digitally-driven environment in order to maximise effectiveness and efficiency while improving user experience.
- Human Resources: They use the alliance of their HR outsourcing, technology, and consulting expertise to provide strong HR services for worldwide customers, from personnel recruitment and development through engagement and retention.
- Sourcing & Procurement: Their sourcing and procurement solutions are built to give users access to superior AI-based capabilities, allowing them to make quicker decisions.

**Pictorial Representation of the bifurcation according to respective services provided. by Infosys Ltd.:**

<b>Experience</b>	Digital Marketing	Digital Commerce	Digital Interactions
<b>Insight</b>	Applied AI	Data Analytics	
<b>Innovate</b>	Blockchain	Engineering Services	Internet of Things (IoT)
<b>Accelerate</b>	Agile & DevOps Cloud - Infosys Cobalt Microsoft Cloud Business Salesforce	API Economy & Microservices Digital Process Automation Oracle Service Experience Transformation	Application Modernization Digital Supply Chain SAP Workplace Transformation
<b>Assure</b>	Cyber Security	Testing	
<b>Application Development and Maintenance</b>	Application Development Application Maintenance and Support	Domain Consulting	Technology Consulting
<b>Consulting Services</b>	CIO Advisory Enterprise Products	AI & Automation Digital	Enterprise Change Supply Chain & Operations
<b>Reimagining Business Process Management</b>	Business Process Management Customer Service	Finance & Accounting Human Resources	Sourcing & Procurement

Source: Infosys

## Associations With Leading Clients:



### Sample client base



Source: Statistica

## SWOT Analysis:

<p><b>Strengths:</b></p> <hr/> <ul style="list-style-type: none"><li>→ Strong brand and goodwill</li><li>→ Strong financials and heavyweight investors</li><li>→ World-Class Infrastructure</li><li>→ Global Delivery Model</li><li>→ Strong Focus on Innovation</li><li>→ Company with No Debt</li><li>→ Company with Zero Promoter Pledge</li><li>→ Increasing Revenue every Quarter for the past 4 Quarters</li></ul>	<p><b>Weaknesses:</b></p> <hr/> <ul style="list-style-type: none"><li>→ Huge dependency on North America and Europe</li><li>→ Premium pricing a drawback in the current market environment</li><li>→ Declining net cashflow</li><li>→ Inefficient use of assets to generate profits</li><li>→ ROA declining in the last 2 years</li><li>→ Promoter decreasing their shareholding</li></ul>
<p><b>Opportunities:</b></p> <hr/> <ul style="list-style-type: none"><li>→ Expansion in Asian and Middle East Markets</li><li>→ IT integration across Industries</li><li>→ Stocks with upcoming results which are seeing positive shifts in share price</li><li>→ Increasing demand for cloud-based solutions (cloud-computing)</li><li>→ Increased focus on emerging markets</li></ul>	<p><b>Threats:</b></p> <hr/> <ul style="list-style-type: none"><li>→ Global and Regional competitors</li><li>→ Visa fees and legislations</li><li>→ Increasing Trend in Non-Core Income</li><li>→ Change in global laws due to change in political power</li><li>→ Rising wage inflation in India</li></ul>

## McKinsey 7s Framework: (Annexure-A)

### → Hard elements:

- 1. Strategy:** One of the most significant aspects of Infosys' strategy is that it constantly considers changing consumer trends and needs, as well as altering consumer market patterns and consuming behaviour. This is an essential aspect of Infosys' strategic orientation since it helps the firm to stay competitive and relevant to its target customer groups, as well as discover demand gaps in the market.

The firm then uses product offers and marketing operations to deliberately fill these gaps, giving it a competitive advantage over other market patterns.

- 2. Structure:** Infosys' organisational structure is a mix of centralization and decentralisation. Infosys, like many progressive organisations, advocates for decentralised decision-making. At Infosys, job tasks are meant to be carried out with responsibility, and workers frequently set their goals in collaboration with their supervisors.

Infosys has a flatter organisational hierarchy that is backed up by progressive and learning organisations. Employees feel more safe and confident, and they have more access to information, with fewer administrative layers between them and more access to senior management and leadership.

Infosys, on the other hand, is centralised in ensuring that managers supervise and approve the different initiatives and techniques that workers pick in order to guarantee that they are aligned with the organization's goal and values.

- 3. Systems:** Infosys also has unique procedures and methodologies in place to ensure that all of the company's departments and systems are aligned and working together to achieve the company's overall goals and objectives. This is accomplished by ensuring that all systems are setting and achieving goals and targets particular to their areas of competence as part of the overall corporate vision and strategy.

Furthermore, Infosys' strategic leadership ensures that all systems are resourced and that precise targets are set to accomplish comparable business goals over time.



→ **Soft elements:**

**4. Shared values:** Infosys guarantees that all of its work responsibilities and positions are in line with the company's fundamental principles. This means that all of Infosys' operations, strategies, and strategic tactics will represent the company's fundamental principles and will not depart from them. This is to maintain a consistent and trustworthy brand image, as well as an open and honest corporate culture.

In the case of organisational change, the firm will continue to guarantee that all change management procedures and techniques include the core values, ensuring that the organisational culture is preserved and, if necessary, altered methodically.

**5. Style:** The participatory leadership style is extremely successful in attaining the organization's commercial goals and vision. Employees believe they are active members of the organisation, and their thoughts, opinions, and contribution are valued. Furthermore, via participatory leadership, Infosys leaders and managers are able to detect present and prospective problems inside the company and try to address them as quickly as feasible.

**6. Staff:** Across its worldwide operations, Infosys has a sufficient number of people. Employees are employed both inside and outside for various job responsibilities and positions.

To acquaint themselves with the firm and its principles, all workers get on-the-job training. For skill level advancement, both external and in-house training is given. Employee skill levels at Infosys are sufficient to accomplish the company's business goals since all work functions and positions are intended to support the attainment of business goals.

**7. Skills:** Infosys has defined tasks and job responsibilities, and employs and educates workers for the appropriate skill levels. The firm guarantees that work needs are satisfied and that personnel have the necessary skills to execute their tasks in line with Infosys' values and culture, as well as the company's business goals and strategy.

One of the company's main competitive advantages is its human resources. Staff skills are created especially for job responsibilities and needs at Infosys, providing a competitive advantage to the firm in a market where competitors cannot replicate employee skills or training. This gives Infosys a one-of-a-kind, non-replaceable capability.

# Part-B Project Work

## Work Profile: EASSAP Role

At Infosys for every Account/Enterprise Architecture/Unit, the desired service level is achieved by the 'Infinity Program' which essentially focuses on –

1. Lean Methodology (Performing tasks in the most efficient manner)
2. Automation (Increasing efficiency with automation – Doing more with less)

**THE INFOSYS INNOV8 ADVANTAGE**

**MEET JULIA** – A dynamic CIO who wants to build an intelligent enterprise with new capabilities. She knows that without intelligent reinvention, her company will find it hard to stay relevant.

**JULIA'S TOPMOST CHALLENGES** ————— **THE INFOSYS INNOV8 PROMISE**

How to ensure business sustainability in the changing market environment?	●	●	
	●	●	Empower next-gen business processes and people.
How to embrace tomorrow's business models?	●	●	
	●	●	Co-create with Infosys Living Labs.
Where and how to start building digital intelligence?	●	●	

Source: Infosys

In the face of unforeseen catastrophes like COVID-19, Infosys SAP Practice has revised its service offerings to ensure company sustainability and resilience. They work with their customers to help them negotiate complicated business and ERP transformations and manage dynamic market circumstances.

Board members lead their partnership to accelerate collaborative, collective projects through S/4HANA Enterprise, BW/4HANA, SuccessFactors, SAP Hybris, Ariba, and the SAP Cloud Network. Infosys' SAP practice offers end-to-end advisory, implementation, and support services to businesses. The 'Infosys Innov8' works with SAP to pave the way for customers to engage in strategic creativity to create more intelligent businesses and implement ERP transformations in diverse industries.

The deep business domain knowledge, combined with the patented methodologies, frameworks, and SAP-certified tools and accelerators, enables companies to accelerate their digital transformation journey. Under the Enterprise Application Services -Systems, Applications & Products (EAS-SAP) role there are specific clients assigned.



Source: Infosys

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## *Project Description*

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The process of increasing the knowledge and skills of the workplace to enable them to perform their jobs effectively, Training is, therefore, a process whereby an individual acquires job-related skills and knowledge. During the last one hundred years in the training development field, it has seen many rapid changes and still continues experiencing them in its headlong rush to keep up with the evolutionary process of adaptation to an ever-changing world and its ever-changing technology. With this comes the never-ending process of developing new learning processes and methods to meet this changing technology.

My internship at **Infosys Ltd.** included learning new sets of information about the corporate world, how things work and how we define, design and implement processes and tackle the budding and growing technologies in the lapse of time.

**The project profile allotted to me is bifurcated into two categories listed as is below:**

→ **Onboarding:**

The new joiners at Infosys SAP group allotted the respective client for its Application Management Services (AMS), Enterprise Resource Planning Operations need to undergo an On-Boarding process with a stringent 14 step procedure to be undertaken sequentially.

This encompasses the procedural work from the welcome mail to the last process of converting the joiners, Client Ready and thus handing them over to the domain for further module-specific activities. This entire process is handled by the On-Boarding team at Infosys Application Management Services SAP. As this is a rigorous process, it is of utmost importance to keep it as transparent as possible to streamline from both the end for smooth On-Boarding of the new joiners.

→ **Training and Management:**

After the On-Boarding and during the On-Boarding process, there are certain compliance-based mandatory training that needs to be completed within a specified timeline by the client.

As this is a part of the contract signed between both the dignitaries involved, Infosys and the large pharmaceutical client, there can be occurrences of penalty claims if training fails to happen within the stipulated timeline. Therefore a proper check mechanism that can handle overdues and remind the designated people and the existing employees to complete the training is essential for smooth operations between the two parties.

For this, the first procedure would be to map the roles of the members in the particular team to their engagement type and check if there are any pending/ leftovers as backlog and thus performing the one-time clean-ups. After this, for monitoring and regulation purposes designing a process that retains the same.

→ **Training Roles:**

SAP includes multiple roles designated to people forming a team such as AMS SAP Ops Teams, Enhancement teams etc. These roles are linked with their respective type of engagement and their CPM which is the Company Manager. The entire dump is maintained for the regular purpose to check on the integrity of the system. When change occurs relating to roles such as domain switch, role changes etc. this needs to be corrected and updated in the system. This is required for multiple reasons one major being nullifying the integrity issues involved.

Thus proper mechanism to check and retain the correct Training Team is required for improved work performance, reduced employee turnover, reduced perplexity and overall financial benefit.

If these processes are not streamlined then the probable business impact includes: Increased Staff Turnover, Reduction in productivity, Increased cost to the company, Integrity issues, Increase in the number of billable days, etc.

Thus, the principal area of work is the process designing for the Training and Management which revolves around the procedural optimization for areas including the Onboarding and Employee Training with the help of smoothening and structuring process execution with respect to Onboarding and streamlining and harmonizing Training Role for AMS (Application Management Services) Support Team by utilizing various data analytical tools.

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## Objectives

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The objectives are segregated in relation to the project description as explained above, according to the same the individual objectives are marked. (**Annexure-B**)

→ **Onboarding:** This refers to streamlining the complete onboarding process in order to prepare new hires for the client's work position. The optimization of the on-off boarding procedure, which ensures that sustenance is maintained, is the second goal here. As a result, the structural procedural execution of on-off boarding is recognised.

→ **Training roles:** This is configured for a check on internal team movements cross alignments, the objectives for the same are mentioned below:

- Streamlining and harmonizing the Training Role for SAP - AMS (Application Management Services) Teams by correcting the Training Matrix with Training executed on time with 100% compliance mechanism and executing one-time clean-ups and regular/ routine checkups for Training Completion.
- Designing a process which retains the correct Training Team by identifying bottlenecks, failures and gap in the process and thus ensuring that the clean-up is maintained.

→ **Training and Management:** The training majorly happens due to the following occurrences:

- *In the Onboarding process to kickstart the new joiner's journey*
- *If a newer version of the same training is released by the client (change in policies)*
- *If there has been a Role change (an internal shift from one domain to another)*

Thus the following objectives are described below:

- Ensuring that the clean-up then escalated is sustained, regularly checked and monitored on frequent intervals, with the right number of people with the correct set of resources and the same portfolio resources are designated their equivalent training.
- Smoothen the process with regulating and monitoring AMS (Application Management Services) list to further ensure no overdues occur for the offboarded people

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## *Details of Task Objective - 1*

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**The three objectives are further bifurcated into sub-objectives as listed below and accordingly the tasks have been allotted:**

### **Objective-1**

#### **To optimize the On-Off boarding process:**

This refers to streamlining the entire process of onboarding for making the new joiners equipped for the job role of the client. The other objective here includes the optimization of the on-off boarding process and thus ensuring that sustenance is maintained by using a weekly tracking mechanism. Thus the structural procedural execution of on-off boarding stands acknowledged.

#### **Process Explained:**

An effective and efficient onboarding process will make the new recruits feel more appreciated, help them better grasp their position, and enhance their productivity and performance, all of which will lead to higher engagement.

The new joiners at Infosys SAP group allotted the client for its Application Management Services, Enterprise Resource Planning Operations need to undergo an On-Boarding process with a stringent 14 step procedure to be undertaken sequentially. From the start of their journey, at each step, Infosys needs to record their trailing and moreover help them walk through the entire process by providing them with a buddy, domain lead and respective resources to complete their on-boarding process.

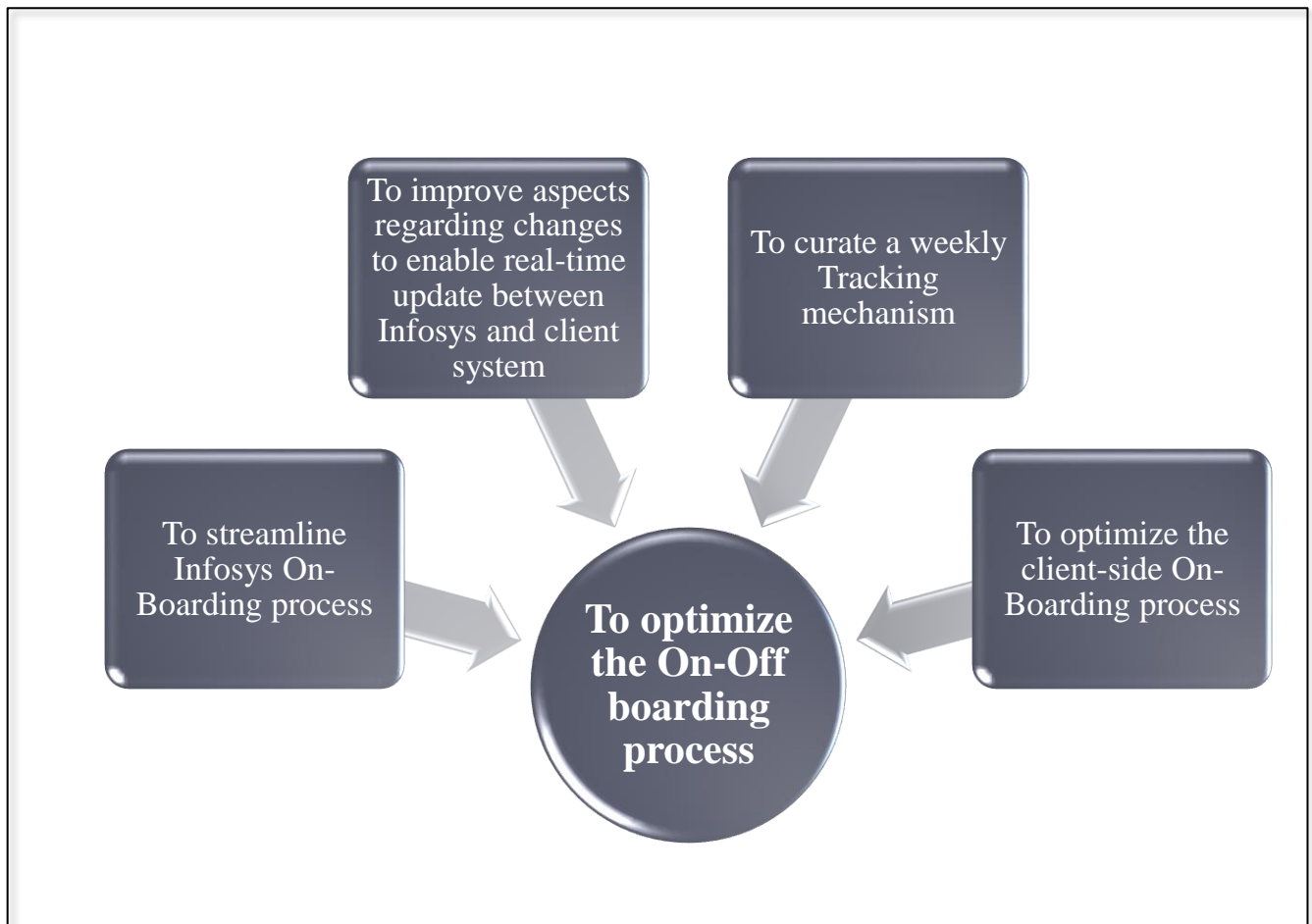
This encompasses the procedural work from the welcome mail to the last process of converting the joiners, become client Ready and thus handing them over to the domain for further module-specific activities.

This entire process is handled by the On-Boarding team at Infosys Application Management Services SAP. As this is a rigorous process, it is of utmost importance to keep it as transparent as possible to streamline from both the ends for smooth and hassle-free On-Boarding of the new joiners.

Thus this project objective comes into place which ensures the proper execution of the entire process of On-Boarding since Day-1 of the employee to handing them over to the client to proceed with their module-level specific activities.

The objective-1 is divided into 4 segments known as the sub-objectives which are described below with the help of pictorial representation:

**Sub-objectives targeting the Objective – 1**





## Sub-objectives

- 1. To streamline Infosys On-Boarding process:** As a part of the On-Boarding process, Infosys has the responsibility of making the employees client-ready, using a 14-step procedural learning and training mechanism.

This 14-step procedure consists of two parts

- Generalised Activities:
  - The general introduction & walkthrough
  - Introductory mandatory training
  - Guidelines and SOP (Standard Operating Procedures) details
  - Team, Client and Contract walkthrough
  - Ways of working
- Team Specific Activities:
  - Module structure and ticket walkthrough
  - Module-specific trainings

Completion of this sub-objective multiple measures and layers are required to be taken so as to closely align the procedures into a meaningful fashion and thus design the process which

- 2. To optimize the client-side On-Boarding process:** As a part of the On-Boarding process, this optimization ensures increasing in feasibility and ease on both the ends, Infosys as well as for the respective client. Client-side on-boarding includes the setting up of systems, providing access to their respective systems and making the employee recognizable in the team.
- 3. To improve aspects regarding changes to enable real-time updates between Infosys and the client's system:** After the optimizations have been escalated, it is of utmost importance that both the parties are on the same page thus capturing updates in real-time.
- 4. To curate a weekly Tracking mechanism:** The weekly monitoring system is a mechanism followed by large organizations to keep a track of their resources and their respective work areas. To ensure the sustenance of the entire process of On-Boarding and its smooth execution, devising check metrics helps in the monitoring and regulating process.

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## *Details of Task Objective - 2*

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### **Objective-2**

#### **To streamline and harmonize the Training Role for AMS Teams:**

This pertains to the correction in the Training Matrix retaining the Training role and executing one-time clean-ups and regular/ routine checkups for Training Completion. This ensures training being executed on time with a 100% compliance mechanism and removal of unnecessary allotted training from the team.

#### **Process Explained:**

The training majorly happens due to the following occurrences:

- *In the Onboarding process to kickstart the new joiner's journey*
- *If a newer version of the same training is released by the client (change in policies)*
- *If there has been a Role change (an internal shift from one domain to another)*

SAP includes multiple roles designated to people forming a team such as AMS SAP Ops Teams, Enhancement teams etc. These roles are linked with their respective type of engagement and their CPM which is the Company Managers. The entire dump is maintained for regular purposes to check on the integrity of the system.

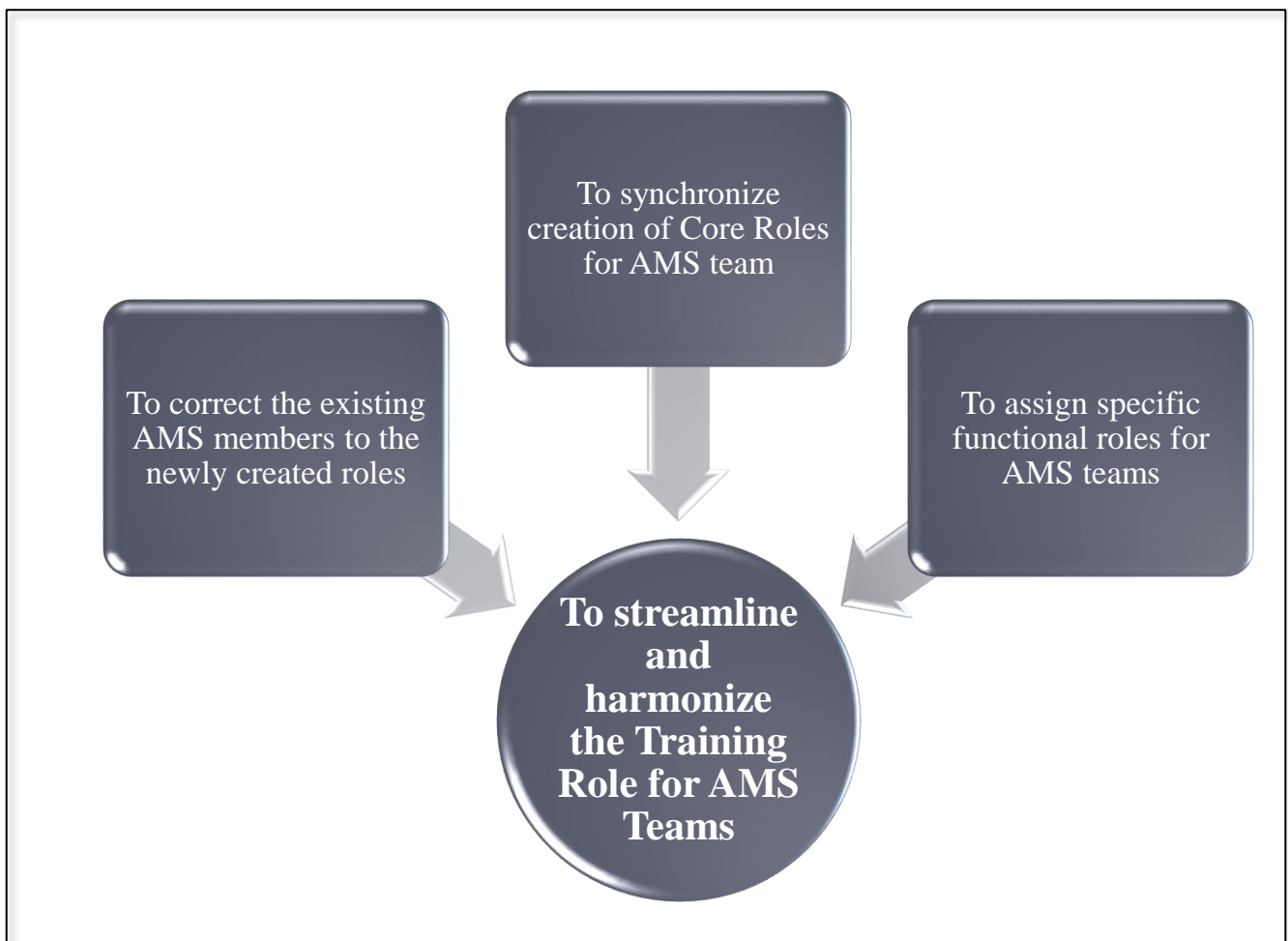
When change occurs relating to roles such as domain switch, role changes etc. this needs to be corrected and updated in the system. This is required for multiple reasons one major being nullifying the integrity issues involved.

If these processes are not streamlined then the probable business impact includes: Increased Staff Turnover, Reduction in productivity, Increased cost to the company, Integrity issues Increase in the number of billable days, Integrity issues, Reduction in productivity etc.

Thus proper mechanism to check and retain the correct Training Team is required for improved work performance, reduced employee turnover, reduced perplexity and overall financial benefit. The first procedure involved here is the assignment of the correct training role by the creation of core roles, and bifurcating the other roles by mapping the correct role type to the role name. Then we proceed for one-time clean-ups of the Training Matrix by removal of unnecessary allotted training from the team and therefore maintaining regular/ routine checkups for Training Completion so as to completely fulfil our objective-2.

The objective-2 is divided into 3 segments known as the sub-objectives which are described below with the help of pictorial representation:

**Sub-objectives targeting the Objective – 2**



## **Sub-objectives**

- 1. To synchronize the creation of Core Roles for AMS team:** The Infosys SAP support structure consists of the core role which is assigned based on internal parameters such as OL3 (Organizational Level 3). According to this role, training is assigned. Thus, the task here is to synchronize the core role for the resources working under the structure to ensure that correct Training assignment to the correct resource. This assignment of core roles must be aligned on both the systems, Infosys as well as the respective client so that there is a real-time update correspondingly on both the systems when any changes referring to roles occurs.
  
- 2. To assign specific functional roles for AMS teams:** Along with core roles, there are these following roles:
  - Functional roles,
  - Basis roles,
  - Security roles,
  - And PI (Process Integration) roles

For core roles, trainings are similar for all, but as the bifurcation of functional, basis, security, and PI (Process Integration) roles occurs, the training is synchronized according to the respective role of the team resource. Thus, within the SAP structure, the task here is to ensure that the same portfolio people are designated the same training. The functional role encompasses various training, thus this assignment will ensure that the correct training has been designated with the nullification of unnecessary overdue training.

- 3. To correct the existing AMS members to the newly created roles:** After the core roles are created and the assignment of specific functional roles have been implemented, the next procedure is to correct the allocation of the existing members of the SAP- AMS (Application Management Services) system to their respective newly created roles. This alignment ensures that the Infosys and client's system is in line with the division of resources based on roles and this helps in assigning training to the correct resources thus, fulfilling the objective of this project.

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### *Details of Task Objective-3*

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#### **Objective-3**

##### **To design a process that retains the correct Training Team:**

This relates to identifying the bottlenecks, failures and gaps in the process and thus ensuring that the clean-up is maintained. This objective aims to check on the wrongly allotted members within our portfolio, update the respective team for removal of the members so that they can be allocated to the right portfolio and thus designing a process that retains this structure.

##### **Process Explained:**

After the On-Boarding and during the On-Boarding process, there are certain compliance-based mandatory training that needs to be completed within a specified timeline by the client. The training includes internal Infosys Training such as LS100 Life Sciences Domain Concepts and Assessment, Business communication etc., Training platform such as Lex Trainings, and Module-specific trainings handled by the Domain Leads.

As this is a part of the contract signed between both the dignitaries involved, Infosys and the client, there can be occurrences of penalty claims if training fails to happen within the stipulated timeline. Therefore a proper check mechanism that can handle overdues and remind the designated people to complete and the existing employees are essential for smooth operations between the two parties.

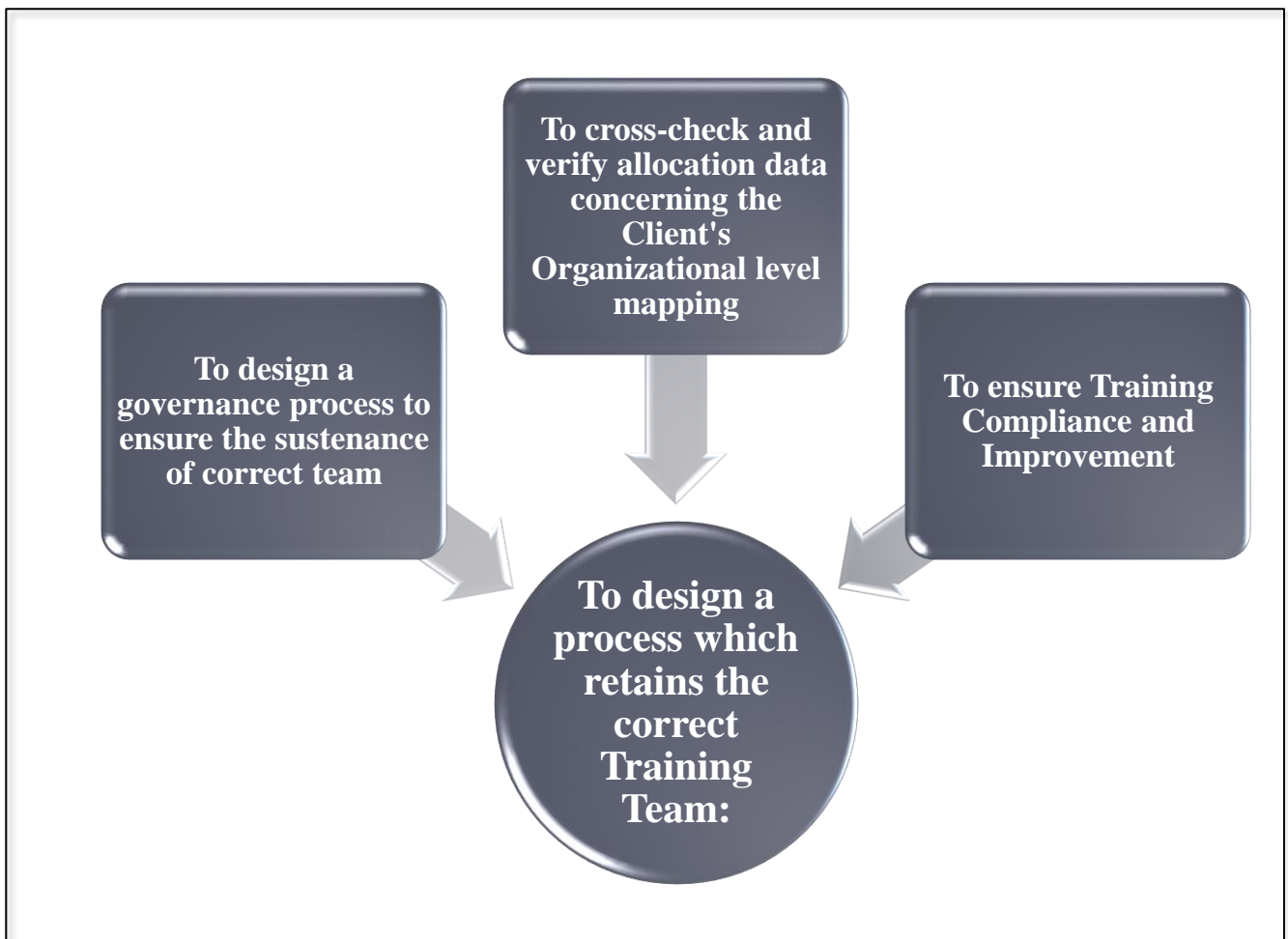
For this, the first procedure would be to map the roles of the members in the particular team to their engagement type. This requires verifying both their OL3 and engagement type to transfer them to their respective teams. This verification is done by their respective managers handling the team. After this check, verification of CPM details is considered so as to raise the request.

After verification, the request is raised to the Infosys Helpdesk team for rectification of changes and trigger post-approval. Post the alignment with newly created and correctly assigned roles to the resources, the check is carried with respect to training if there are any pending/ leftovers as backlog and thus performing the one-time clean-ups.

For the entire sustenance of the process, a governance process needs to be designed for monitoring and regulation purposes which retains the structure of the team.

The objective-3 is divided into 3 segments known as the sub-objectives which are described below with the help of pictorial representation:

**Sub-objectives targeting the Objective – 3**



## Sub-objectives

- 1. To cross-check and verify allocation data concerning the client's Organizational level mapping: (Annexure-C)** The start the correct allocation of resources, the first step is to cross-verify the excess team members mapped to our role. After ensuring this only the mapping reveals the non-matching resources in the team who belong to other departments such as Projects, Enhancements etc. The team members who don't match therefore are updated to the respective helpdesk team so that correct allocation takes place. The team thus triggers the valid members to their respective team sequentially achieving the correct portfolio members to their respective team.

This sub-objective aims to achieve identical mapping on both Infosys and the client systems. Annexure C shows the stepwise procedure carried out for the execution of this sub-objective to near the overall objective of this project plan.

- 2. To design a governance process to ensure the sustenance of the correct team:** After the correct allotment of resources and ensuring that the members belong to the designated portfolio and engagement type, the sustenance mechanism helps in check of the system on internal team movements relating to any changes such as role, assignment, location etc. This process will further help in harmonizing procedures at both the end parties Infosys and the Client.

The governance process thus designed will ensure that the existing roles are correctly mapped and moreover the new team members get assigned their respective team from the date of joining itself.

- 3. To ensure Training Compliance and Improvement:** Forth improvements and corrections to the allotment data, now that the correct team members are assigned their respective engagement team, the next task is to ensure that the relevant teams are designated the correct training sets, the completion is within the specified timeline with the nullification of any overdue pieces of training as such.

For this, a reminder system needs to be incorporated so that it protects the team from having any further compliance issues.

(Annexure-D describes the individual objectives along with their respective sub-objectives)

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## Tasks associated with Objective - 1

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**The process according to sub-objectives is listed in pointers below:**

**1. To streamline Infosys On-Boarding process:** The step-wise procedure to fulfil this sub-objective is mentioned sequentially below:

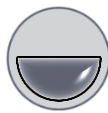
**1.1.** The first stage to pursue this sub-objective is to map each step procedure timeline for optimization. To complete the on-boarding process, a systematic 14-step procedure needs to be executed.

**1.2.** After understanding the steps, realignment of the 14-steps was triggered so as to fulfill the systematic procedural execution of the on-boarding process.

**1.3.** The next step was to optimize the On-boarding process, reducing the lead time in the execution of individual steps and therefore achieving optimum utilization of resources. Here, using process optimization techniques, the process was shortened to 2 weeks: Infosys On-Boarding and next weeks: client-side On-Boarding. The division description week-wise is as is displayed below:



**Week-1**  
General  
introduction  
&  
walkthrough



**Week-2**  
Generalised  
On-boarding  
Activities  
completion



**Week-3**  
Client  
OnBoarding  
walkthrough



**Week-4**  
Module  
specific  
activities &  
walkthrough



The day-wise plan was designed keeping in mind the following bifurcation of roles and responsibilities:

- Responsibility of Week 1,2 handled by the On-Boarding team
- Responsibility of Week 3,4 handled by the respective domain leads

**1.4.** After the alignment and bifurcation in form of weeks, the structure was further broken Day-wise to prepare an optimized day-wise calendar for the Onboarding Process

**1.5.** For the client-side On-Boarding process, consolidation of a Matrix of CPM (company manager) details concerning engagement type and OL3 was created

**1.6.** As a part of improvement, the existing collateral artifacts of the procedures were reviewed for usage in the On-boarding deck

**2. To optimize the client-side On-Boarding process:**

The task here encompasses providing artifacts and helping the team with the referenced data with a detailed deck for on-boarding procedures which shall be carried forward by Infosys.

**3. To improve aspects regarding changes to enable real-time updates between Infosys and client system:**

This task encompasses a mechanism that pertains to change in assignment and location movement, in case of any changes, a real-time mechanism is being designed devising a template and set up a governance process with SPOCs, whereby initiation of movement for correction.

**4. To curate a weekly Tracking mechanism:**

This task encompasses the curation of a reporting metrics mechanism to keep a check on the procedural completion of onboarding to be handled by the On-Boarding team. Improvement mechanisms have been carried forward to fulfil this sub-objective.

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## *Tasks associated with Objective-2*

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This objective needs to be fulfilled for the following reasons:

- For initiation of assigning of the correct Training role, by first fixing the Core role, and bifurcating the other roles on the basis of OL3
- Thus, mapping the correct role type to the role name
- For correcting the Training Matrix, the execution made with Training executed on time with 100% compliance mechanism
- Initiation to execution of one-time clean-ups and regular/ routine checkups for Training Completion
- Thus, Removal of unnecessary allotted training from the team

**The process according to sub-objectives is listed in pointers below:**

**1. To synchronize the creation of Core Roles for the AMS team:**

- To create a new core role for the team, the client's end needs to be updated regarding the same and forth validation, the replacement takes place. Thus, after mapping the assignment the recommendation has been sent to the large pharmaceutical client's Training team to further the process of creation.

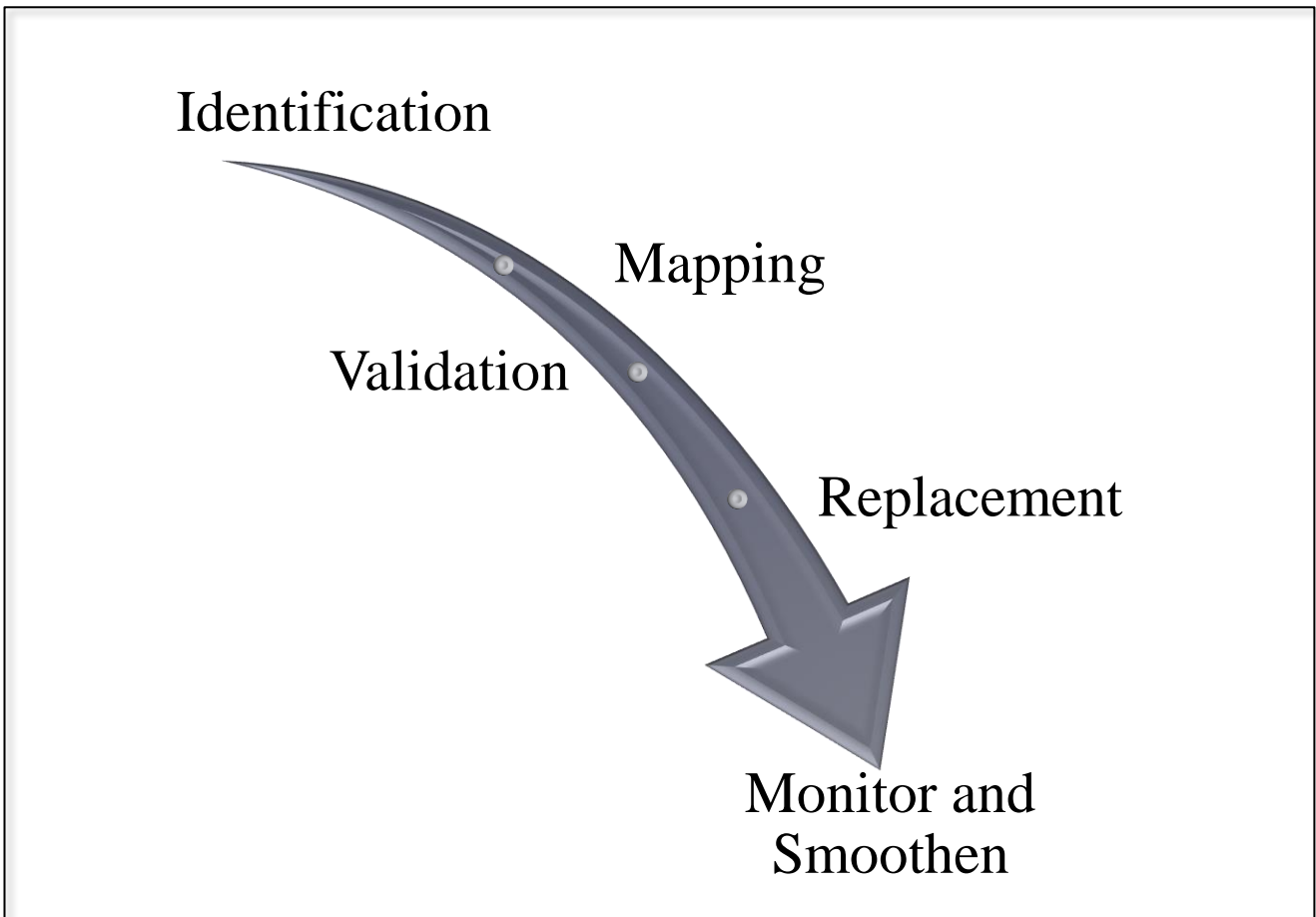
**2. To assign specific functional roles for AMS teams:**

- The task of assignment has been initiated with the Training Team for correction for a total of 411 people. Another check was escalated within regular intervals to ensure that the functional roles are in place and have been assigned.

**3. To correct the existing AMS members to the newly created roles:** Out of the total identified pool of members, the excess members thus recognized have been initiated for changes.

**Annexure-E** explains the bifurcation graphically.

**The procedure used to fulfil the objective is described pictorially and thus explained below:**



1. Identify the correct Core, Functional and Tool Roles to assign to the team in the Training Matrix
2. Identify a correct list of resources pertaining to Functional, Security, Basis and PI (Process Integration)
3. Map the Resource to the correct Core, Functional and Tool Roles
4. Validate with Client's Training Team
5. Request Replacement Core Roles with the client's Team
6. Expect Training Report after Data Update
  - To verify/check if there is a subsequent reduction in Overdue Training
7. Monitor Process to ensure Overdue Training is complete and Compliance numbers have been achieved
8. Smoothen the process by regulating and monitoring the AMS (Application Management Services) list
  - To ensure no overdue exist for offboarded people

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## *Tasks associated with Objective-3*

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**The process according to sub-objectives is listed in pointers below:**

- 1. To cross-check and verify allocation data concerning the Client's Organizational level mapping:** This sub-objective aims to ensure that the roles assigned within a specific team structure correctly belong to the respective members and are aligned in real-time on both Infosys and Client's systems.

- 1.1. Mapping the OL3 according to the change:**

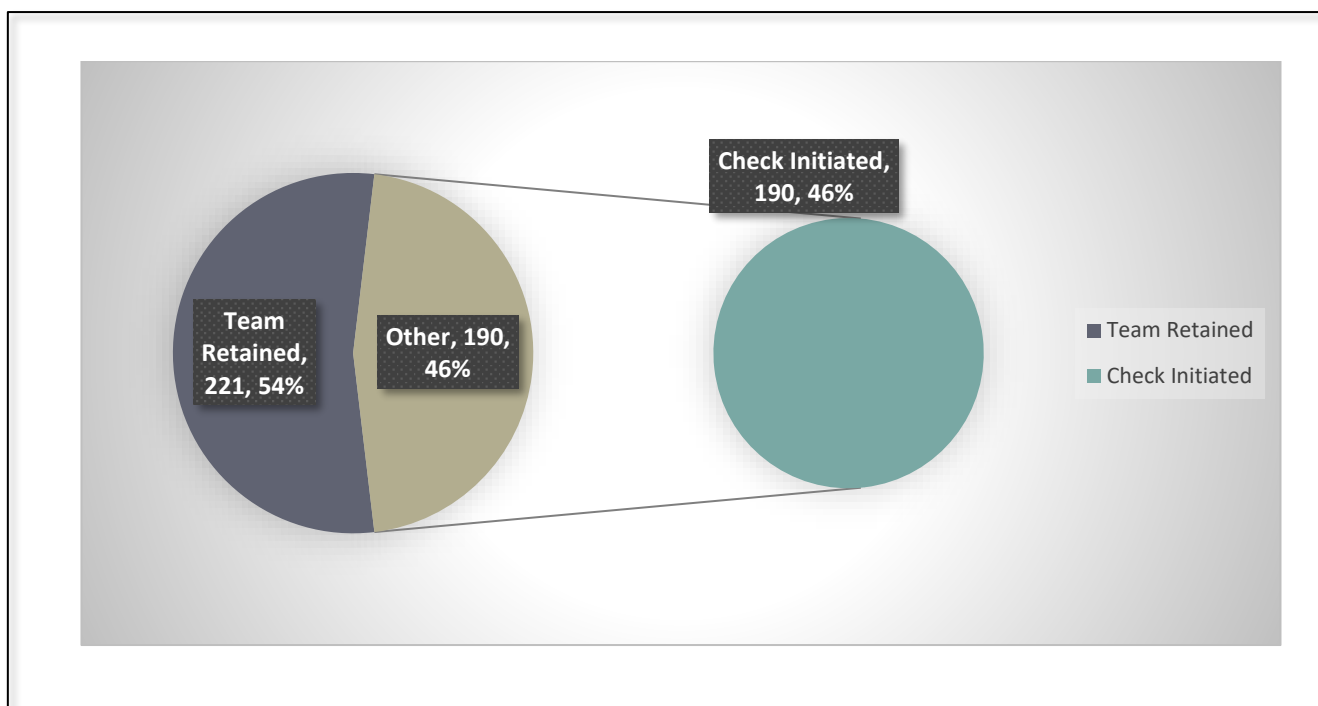
This was executed using the following procedural steps described below:

- The first step was to start by mapping the members of the team to the correct OL3 to identify and retain the same portfolio resources
- After mapping, a check on the excess members in the team was done and a list of these members was collated
- The next step was to verify the excess members with the respective stakeholders to identify their respective OL3 and engagement type
- After the identification of the correct pool of resources in the team, the excess members not in our team were aligned to their respective correct OL3 with their engagement type forth verification
- Moreover, the CPM (Company Manager) of the resources was also checked and verified to process change to the respective team
- The last stage of this process was to initiate change by updating the Infosys helpdesk team regarding the designated alignment

- 1.2. Change CPM as per the current allocation of resources:**

Every resource domain is allocated with a CPM (Company Manager) which is different in different regions. Mapping of the CPM shall further help in designating the resource to the right team. The changes have been escalated after check with their respective team managers.

Currently, the triggers made to retain the correct training team and CPM includes a total of 190 people which have been verified concerning the procedure for changes.



## 2. To design a governance process to ensure the sustenance of the correct team:

2.1. The work for designing a sustenance process is in progress which would encompass a regular 15 days allocation check.

2.2. Map project code to the engagement type, if mismatch, take immediate action to trigger change: To design the process, the procedure of matching the project code at the client's end with the engagement type of the respective Infosys team shall be governed for proper scheduling of training and retaining the correct team.

## 3. To ensure Training Compliance and Improvement:

3.1. The task here is to ensure that the relevant teams are designated the correct training sets, the completion is within the specified timeline with the nullification of any overdue pieces of training as such and a reminder system that protects them from any compliance issues.

For example, relating to Tool based training: Removal of access is proposed if overdue training is beyond the speculated timeline, after giving reminders.

(Annexure-F explains the detailed timeline of events according to objectives and sub-objectives)

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## Overall procedural mode of working

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- To understand the general overview of the project, meet the stakeholders, have a general introduction regarding the project and scope of work and construct an overall objective with 3 major goals listed below:
  - Optimize the On-Off boarding process
  - Streamline and harmonize the Training Role for AMS Teams
  - Design a process that retains the correct Training Team
- Understanding and working towards the individual objectives and indulge in breaking down the AMS (Application Management Services) objective by identifying the process lacuna and designing an overall Project Plan for structured implementation
- Forth understanding, working on the objectives and drawing timelines to understand the problem statement and come with a proposed solution by reviewing the artifacts, and discussing with the respective stakeholders
- Working on the solution by preparing a solution understanding sketch relating to the business problem specific to each of the individual objectives
- Reviewing for further improvements and designing sustenance of the process productivity improvement for further check
- Optimizing the designed process for Onboarding, Running a demo process for the designated team, streamlining the process of Training and Management and evaluating the process of Training roles
- Delivering the end result by conducting a review meeting for the work done and considering and acknowledging feedback provided for further changes, and further correcting the process gaps based on the feedback given
- Executing the proposed solution with the rectification of the changes proposed and rectifying the Irregularities if found any
- Thus the process designed is made executable after sustenance and multiples checks including demo trail on the random team and handed over to the concerned team.

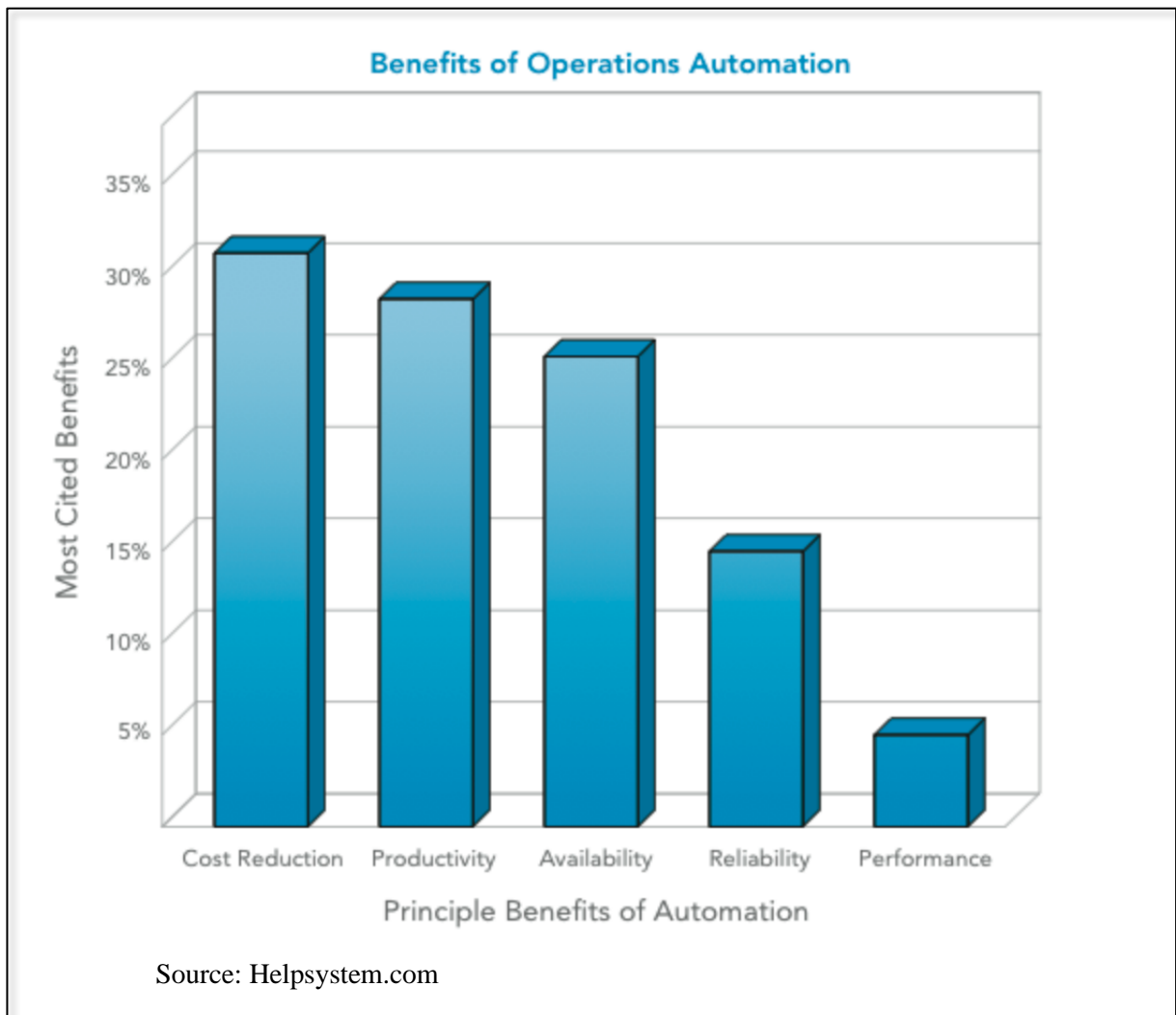
(**Annexure-G** explains the project plan for the summer internship program since the start of the internship, week-wise with other columns of interest)

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## *Suggestions and Recommendations*

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- **Automation:** Automating computer tasks may be surprisingly simple and beneficial if you have the appropriate tools. Understanding these advantages—as well as some potential stumbling blocks—will assist you in gaining support for an operations automation project. Higher productivity, dependability, availability, enhanced performance, and lower operating costs are all advantages of automated processes.



A strong return on investment can be obtained by switching to lights-out activities. The advantages of automated systems might be a compelling reason to improve service.

Companies that use automated systems early on frequently experience a favorable return on their investment. However, cost reductions are not the major motivation for computer processes to be automated. The focus should be on enhancing end-user service. With automation software, the quality of this service increases, and the expenses connected with it decrease.

- **One-point repository:** Looking up for artifacts for various purposes such as check or for general reference becomes easier if there is a central repository system. Data quality is the most common issue on all projects, and new data sources and cleansing spreadsheets must be integrated into the process to satisfy the data cleansing needs.

Often, the company will fill out these data sources to override data that has to be cleaned. A data repository allows these new cleansing sources to be validated and incorporated into the data conversion and cleansing procedures.

These are the following benefits relating to a central data point repository:

1. Improved analysis
2. Productivity efficiency
3. Transformation and enrichment of data source
4. Streamline Data Migration Testing
5. Minimal chances of exception

SharePoint is always there, assisting with file management and security, as well as content collaboration throughout Microsoft 365. SharePoint also provides portals, news, pages, lists, and a platform for corporate apps in addition to files. The suggestion for the creation of a SharePoint repository for the execution of the On-Boarding process was given to streamline and smoothen the process.

- **Change Management:** Change management is responsible for the successful acceptance and implementation of change in the workplace. It enables employees to comprehend the shift, commit to it, and perform efficiently during it. Company transitions may be difficult and costly in terms of both time and resources without good organizational change management.

Effective change management is the essential to achieving operational success. It also plays a vital part in instilling optimism in the workplace since it has holistic outcomes and enables the attainment of goals by setting higher benchmarks and working toward achieving them



Project management is the process of bringing new technologies and processes into an organization. Change management guarantees that the individuals who work with these technologies use them.

Change management is becoming a more essential position in organizations, and Change Management training is a popular way to get started on a successful change management career.

It further helps to:

- Align the change plan with the overall strategy of the company;
- Improve internal and external services and requests;
- Track and address difficulties.
- Job roles being restructured,
- Business processes being restructured, and new technologies are being implemented.

When positive change is implemented effectively, it aids in the reduction of waste and, as a result, expenses. An organization's ability to make informed decisions is aided by effective change management. It boosts productivity, lowers risks, and aids in increasing a company's profitability.

- **Regulation and Monitoring System:** Identifying exceptions/differences that arise from test cycle to test cycle is a strong validation approach. Data may be recorded at any moment in time thanks to a single data store. Any piece of data that differs from another point in time may be detected once this snapshot is in place. This information focuses solely on the differences, so there's no need to spend time re-validating or re-reviewing any data that hasn't changed. This exception-based reporting method reduces validation times and eliminates a lot of human irritation from having to review the same data many times.

The suggestion for a weekly monitoring mechanism for the on-boarding process was escalated, reviewed and updated. Moreover, a governance process was planned to automatically allocate the correct training Matrix to AMS teams and designate assigned engagement types to the correct project code.

Monitoring guarantees that an organization's operations are taking place and functioning properly. It can also detect any areas of non-compliance, whether it's with internal policies or external legislation, and whether it's unintentional or deliberate.

## Part-C

# Learning from the summer training project

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### *Learning and Outcome*

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- **Structural execution of On-Boarding:** Onboarding is the process through which a company gives new workers with training and information to assist them to adjust to their new role. This allows them to rapidly grasp their position, the expectations of their employer, and the culture of the firm. Increased employee turnover and productivity arise when adequate onboarding processes are not followed.
  - It accustoms the new joiners to the working environment
  - It gives a platform to the individual to become engaged with the organization
  - It decreases the turnover rates of employees

Onboarding is important because it helps new workers integrate into a firm. New recruits are given the information, training, and support they need to become productive team members. Onboarding also aids in the acclimatisation, engagement, and retention of employees. Employees are familiarised with the company's requirements as well as its resources after they have been acclimated.

- **Effect of Training compliance:** To kick-start the journey of the new joiners, within the onboarding process, training plays an important role. Training is essential because it allows individuals to expand their knowledge base and enhance their job abilities, allowing them to be more productive in the workplace. Regardless of the expense of staff training, if it is done consistently, the return on investment is enormous.

Thus, it is of utmost importance that the organization ensures 100% compliance of training for enjoying long term benefits. The system to monitor and check the regulation of completion of training helps the employee's to be on track, and saves the organization penalty claims on non-completion of the same.

- **Understanding Multi-National Company's working organizational structure:** The working organization structure that regulates the company's workflow which offers advice to all employees. A clear design of a company's structure makes it easy to create new roles and provides a flexible and ready means of expansion.

Organizational charts also help to delegate responsibilities, manage workflow, and ensure that critical activities are done on time. Employees will be more focused and therefore more productive, and your company will profit from improved communication and more efficient operations. Moreover, it provides leverage and further helps to enhance operating efficiency and performance.

Infosys not only helped me understand the organizational structure but shall also help me in my future corporate endeavours to better adapt to situational factors as a new joiner in the organization.

- **Importance of Corporate process documentation:**

Documentation conveys the storey of a company or a project via its beginnings, goals, and the path it's on to accomplish them. The majority of consultants document both the "As-Is" and "To-Be" processes. By streamlining key processes, it enhances corporate performance and operational agility.

Since the start of the internship, there were clear guidelines to follow the documentation process so that everyone is on the same platform. The following documentations were designed from the start of the internship and strictly following till the last working date of the internship with updations according to progress:

- Project Plan Timeline
- Weekly project report
- Deck with clear objectives
- Matrix to gauge progress

Thus throughout my journey at Infosys, unambiguous documentation has helped in providing governance, keeping me complain so as to be on track and for future use in case of any updations to the current project in future for analysis, improvement and execution purposes. Documenting procedures helped me learn during execution as they are carried out, gleaning knowledge from both failures and achievements to improve processes.

- **Process modelling, improvement and optimization:** Process simulation allows for the modelling of process designs prior to their implementation, reducing interruptions. It promotes a mindset of continuously improving business key procedures to enhance operational efficiency incrementally. Process analysis allows for more efficient resource allocation.

The activity of identifying, evaluating, and enhancing current business processes in order to enhance performance, achieve best practice standards, or simply improve quality and the user experience for customers and end-users is considered as process improvement.

Process optimization is a technique for streamlining project processes, increasing resource use and enhancing total output. It's an important part of corporate decision-making, and it's utilised in a variety of project management scenarios.

Process modelling provides a standardised vocabulary and technique for expressing processes, as well as process information and decision criteria. By handling the process optimization for on-boarding procedures and designing tracking mechanisms, it helped me realise the importance of business process management.

- **Work culture and environment:** Workplace culture is essential because it connects employee engagement, happiness, productivity, retention rate, and good recruitment efforts, among other things. Because it may either strengthen or undermine the company and its long-term aims, workplace culture is just as essential as your overall business plan.

Maintaining organisational consistency and building a well-oiled workforce requires creating a business culture that focuses on the entire well-being and pleasure of employees.

Infosys' dedication to building a high-trust business culture via outstanding employment practices has earned it the Great Place to Work® designation. Based on employee responses to the Great Place to Work® Trust Index™ Survey, this honour honours best-in-class workplaces and corporate cultures.

Understanding work culture helped me better adapt to a new working environment with Infosys continuously by my side. We had various interactive sessions which helped us understand the organization as a whole better. Infosys has employee care centres (ECC) with a plethora of services at campus and endless opportunities, various clubs to stay in touch with hobbies while pursuing a career, events such as walkathons, competitions, etc.

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## Conclusion

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Starting off with the summer internship program (SIP) at Infosys Ltd., I approached it by clearing basics and having good command over the process overview details relating to the project. The boastful guidance given by my mentor, buddy and guide, Mr. Sachin Thorat, Mr. Vikrant Kanwar and Mr. Amit Pai, here as well as the quick support and walkthrough provided by them has been an impeccable help for smoothening my summer internship program. Whenever I faced issues, I consulted and cleared the doubts with them who actively responded and guided me to further my experiential learning and implementation process.

Being an intern, I also tried to do most of what was allotted to me in a specific time frame. Since the start of the internship, I was told to keep clear documentation, which perfectly helped me in having a transparent mindset to solve the issues in the system. My leads also told me to keep building a project plan outlining the objective week-wise including the expected outcome and along with it, a weekly progress report with reference to the timeline to have a check utilizing the green (on track), red (facing delay/trouble), and amber(work in progress (WIP)) to constantly be on track.

The project helped me extensively in understanding the Enterprise Resource Planning SAP-consultancy sector of Infosys and how the various processes across departments work. The various meetings that we had with diverse departments within the SAP structure assisted me to have real-time insight on the planning, designing, building and execution of day-to-day processes. To sum up, this experience has been crucial to my learning and has given me a fair exposure to the business process management and work culture of a multi-national organization. This not only helped me to get accustomed to the organizational structure but also shall prepare me for my future corporate endeavours as well.

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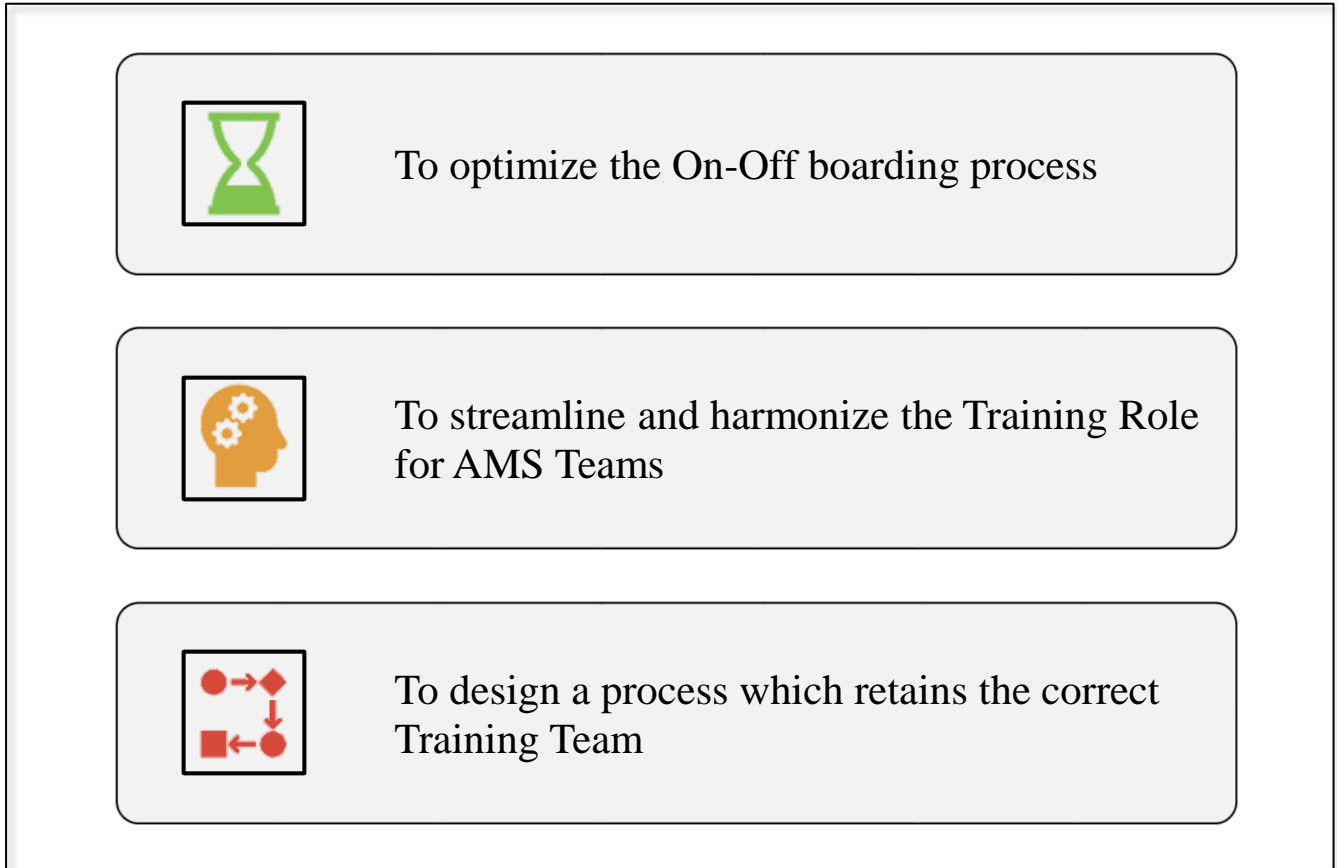
## Annexures

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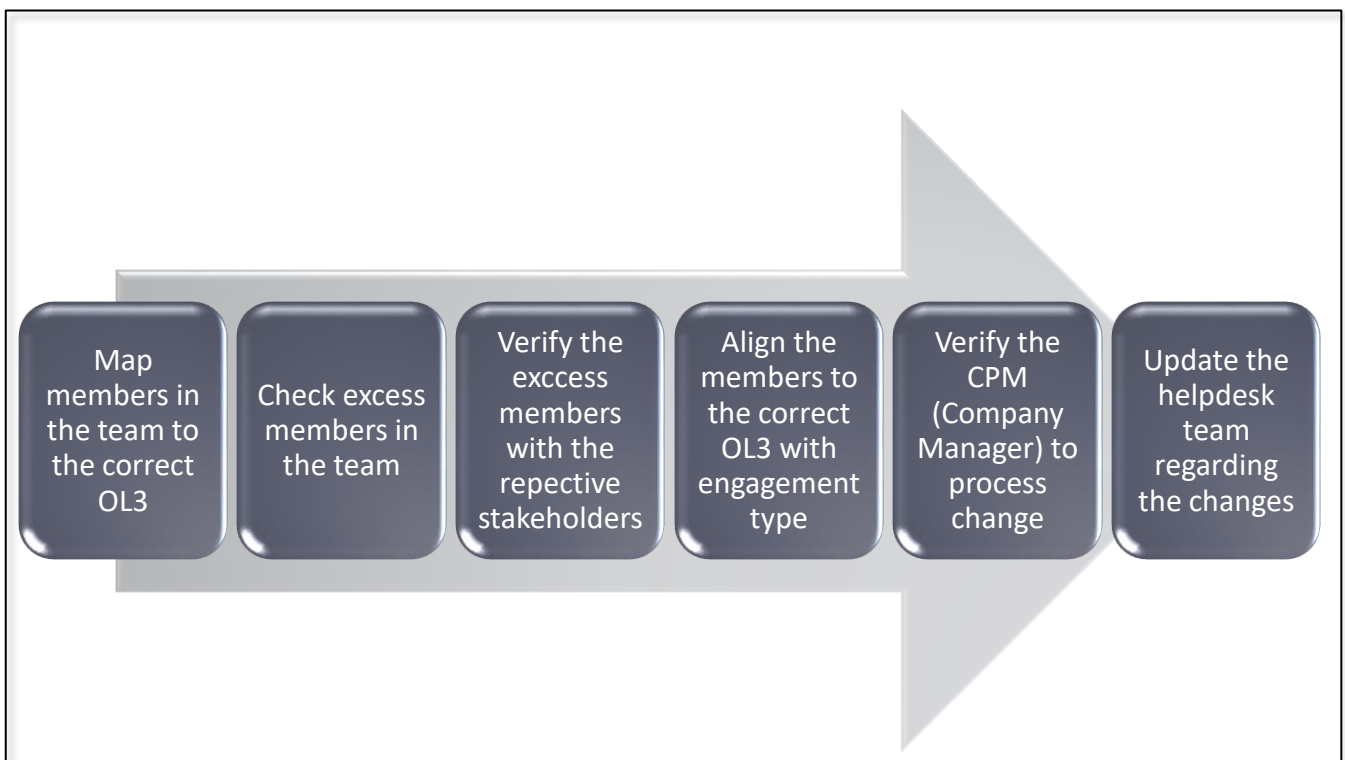
### Annexure-A: McKinsey 7s Framework of Infosys

Hard elements	Strategy	<ul style="list-style-type: none"> <li>• Clarity</li> <li>• Goal orientation</li> <li>• Competitive</li> <li>• Flexible</li> <li>• Adaptive</li> </ul>
	Structure	<ul style="list-style-type: none"> <li>• Hierarchy</li> <li>• Coordination</li> <li>• Communication</li> <li>• Authority and power delegation</li> <li>• Team dynamics</li> </ul>
	Systems	<ul style="list-style-type: none"> <li>• Organizational systems</li> <li>• Controls</li> <li>• Monitoring tools</li> <li>• Evaluation processes</li> </ul>
Soft elements	Shared values	<ul style="list-style-type: none"> <li>• Core values</li> <li>• Organizational culture</li> <li>• Task alignment with values</li> </ul>
	Style	<ul style="list-style-type: none"> <li>• Leadership style</li> <li>• Managerial style</li> <li>• Cooperation and coordination</li> </ul>
	Staff	<ul style="list-style-type: none"> <li>• Employee skill level</li> <li>• HRM systems and processes</li> </ul>
	Skills	<ul style="list-style-type: none"> <li>• Employee skills</li> <li>• Employee skill development</li> <li>• Trainings</li> <li>• Hiring processes</li> </ul>

**Annexure-B:** Overall goal split into 3 major objectives as described below:

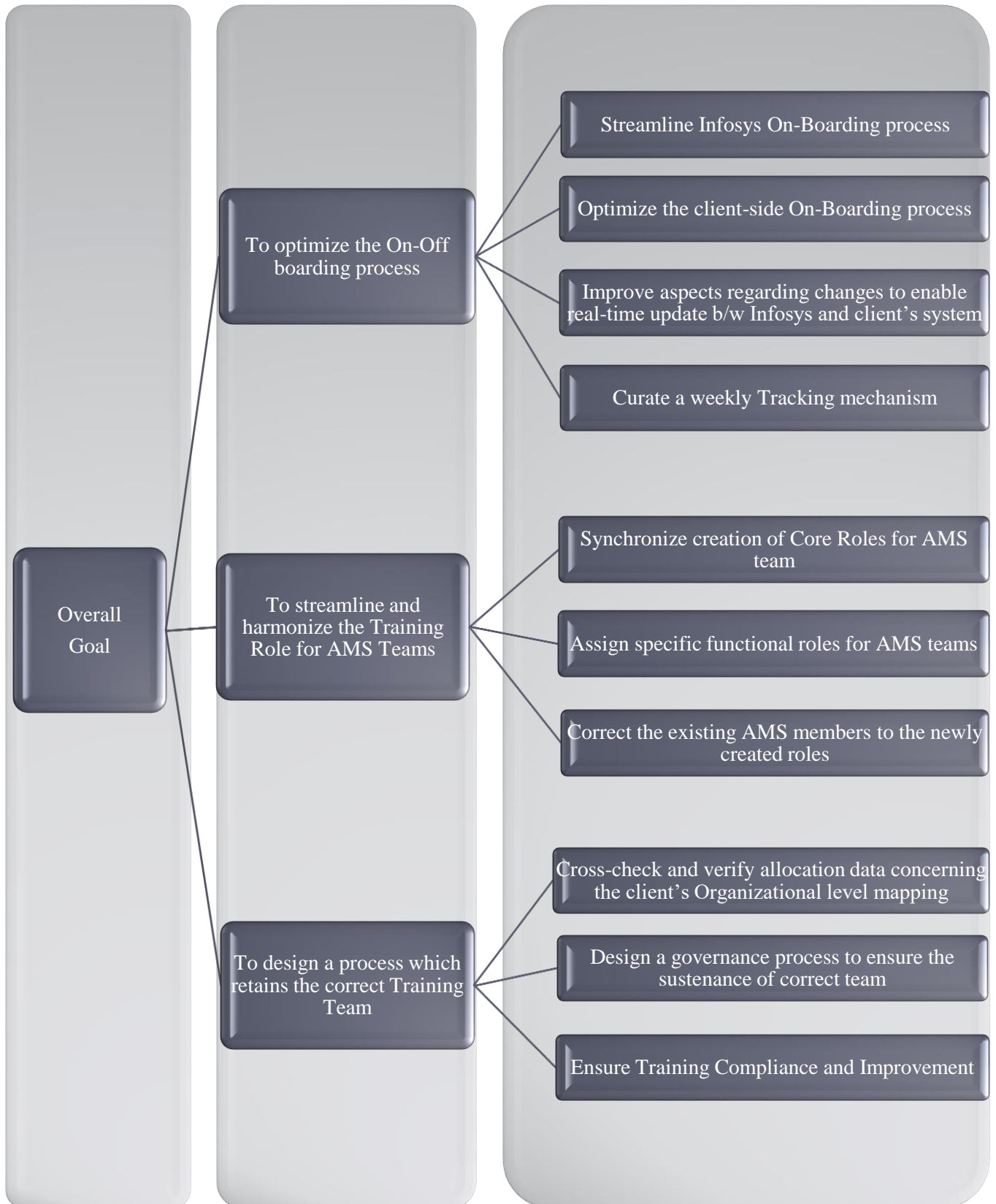


**Annexure-C:** Objective 3.1

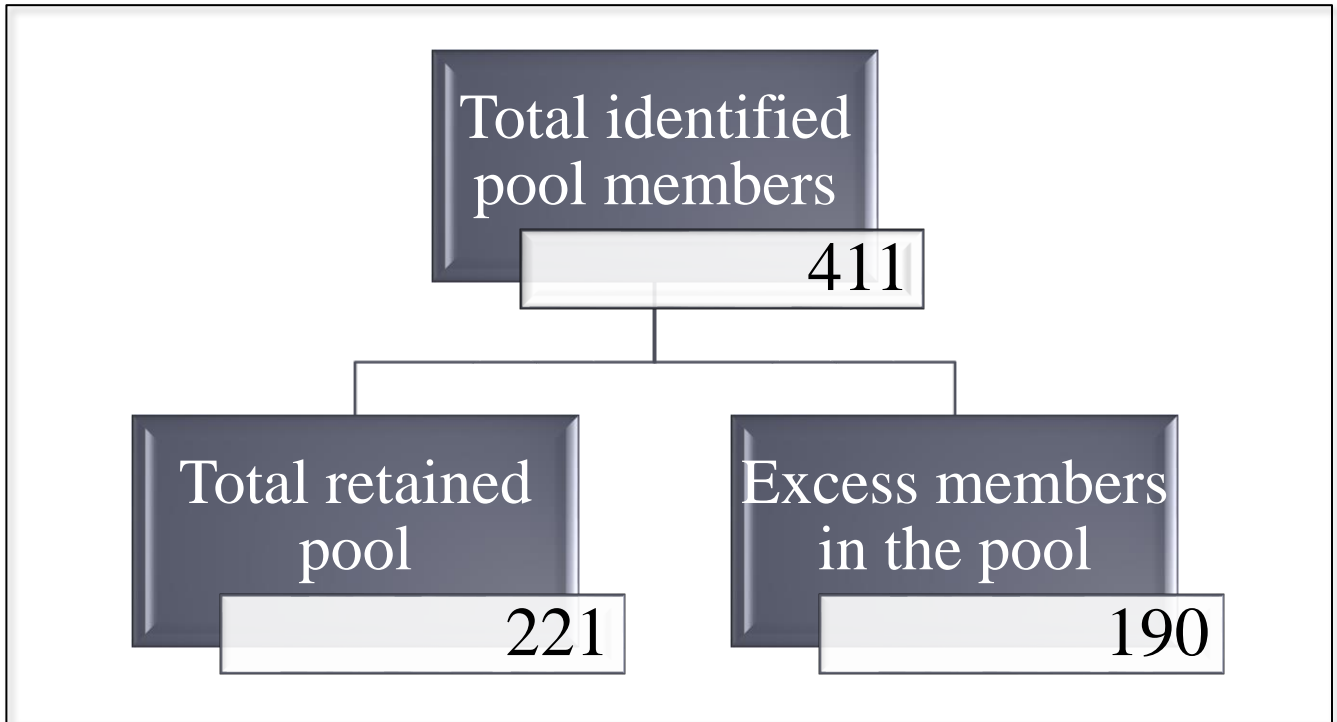




**Annexure-D: Bifurcation of individual objectives as per sub-objectives**



**Annexure-E:** Bifurcation of members on the basis of the total pool



**Annexure-F:** Timeline of events



## Annexure-G: Project Plan

Project Plan										
Week	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	
Week	Objective			Action Plan			Stakeholders Involved			Outcome
Week 1 (03/05 - 07/05)	General Introduction Understand Project overview			Met the stakeholders Discussed Project details			Vikrant Karwar (Buddy) Amit Patil (Guide) Sachin Thorat (Mentor)			Learning the organization structure and getting equipped with the correct training to perform the job role
Week 2 (10/05 - 14/05)	General Introduction Understand Project overview			Understood the process Set underlying objectives with goals			Vikrant Karwar (Buddy) Amit Patil (Guide) Sachin Thorat (Mentor)			Constructed an overall objective with 3 major goals -Optimize the On-Off boarding process -Streamline and harmonize the training Role for AMS Teams -Design a process which retains the correct Training Team
Week 3 (17/05 - 21/05)	Understanding and working on the individual objectives			Presented the objectives set Recognizing the process involved in objectives one by one Taking confirmation on AMS members Modification to the training specified to POC training (Pratik)			Vikrant Karwar (Buddy) Amit Patil (Guide) Priya Sis (On-Boarding Team) Client side training Team			Objective steps outlined to reach to a solution Realigned the 14 step procedure of Onboarding
Week 4 (24/05 - 28/05)	Understanding AMS objective and process Ilocuna			Modification of the training specified check Reviewed the Onboarding process Deck Sequentalizing the 14 step process of Onboarding			Vikrant Karwar (Buddy) Amit Patil (Guide) Priya Sis (On-Boarding Team) Client side training Team			Realigned the 14 step procedure of Onboarding Prepared Day wise calendar for On-Boarding process
Week 5 (31/05 - 04/06)	Working on the objectives and drawing timelines to understand problem statement and come with a proposed solution Working on the solution			Work on structuring and designing the Onboarding process Reviewing the artifacts and discussing with stakeholders Making the process executable Working on one-time clean-ups related to Training process			Vikrant Karwar (Buddy) Amit Patil (Guide) Pratik (POC training) Priya Sis (On-Boarding Team)			Prepare solution understanding sketch relating to the business problem Review for further improvements
Week 6 (07/06 - 11/06)	Sustenance of the process designed			Optimizing the designed process for Onboarding Run a demo process for designed team			Vikrant Karwar (Buddy) Amit Patil (Guide) Priya Sis (On-Boarding Team)			Process designed for implementation
Week 7 (14/06 - 18/06)	Delivering the result Executing the proposed solution			Conducting Review Meeting for the work done Acknowledgement of feedback for further changes			Vikrant Karwar (Buddy) Amit Patil (Guide) Priya Sis (On-Boarding Team) Infosys Helpdesk Team			Process corrected using feedback given
Week 8 (21/06 - 25/06)	Rectification of changes			Changes if any to the probable process			Vikrant Karwar (Buddy) Amit Patil (Guide) Priya Sis (On-Boarding Team)			Irregularities rectified
Week 9 (28/06 - 30/06)	Handling the executable process			Explaining the new process to various stakeholders, gaining insights and making it completely executable			Various stakeholders across teams for final evaluation, correction and handing			Process made executable Handed over to the concerned team.
Remarks, if any/										