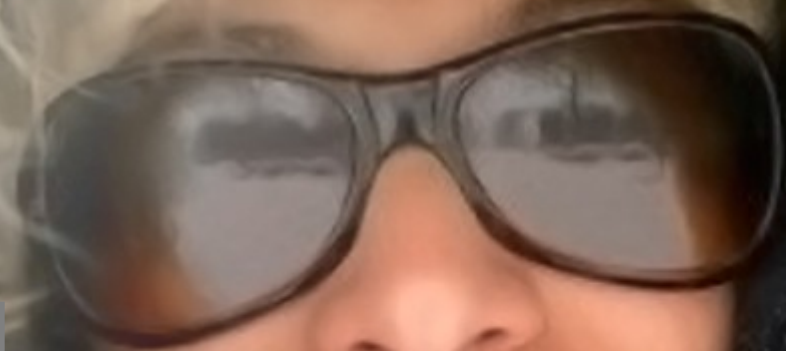# TSG Monthly
Town Hall Meeting

Sept 25, 2008

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Agenda

1. Organization re-alignment
2. Roadmap to success
3. Employee Survey Results
4. Q & A

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TSG Org-Realignment

One TSG and Scale-up

TSG Vision

(1)　World-class Business Solution Platforms Provider on

- Financial Payment Processing Solutions

- CRM Solution (Siebel and Lagan)

(2)　Driver and Enabler for sustainable, profitable high rate business growth.

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TSG Mission

I. We will be the world-class provider of on-demand business solution platforms

II. We will develop innovative solutions to meet our clients' business requirements and deliver only the highest quality of service to delight our customers.

III. We will create an environment for talented, committed people to grow professionally through their achievements

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Why do we need to change?

- **Challenges**
  - We need to accelerate our offshore transformation
  - We have been cutting corners on our implementation impacting Operations, CE and SWE Level 3 and our Customers
    - Security
    - Performance
    - Fraud prevention
    - Operation readiness (monitoring, DR etc)
  - We have ignored maintenance releases for some product lines
  - Our platform refresh is behind

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Why we need to do it again?

We did realignment on 8/1/2008, why do we need to do it again?

- Company initiative on Span of Control
- Acceleration of Offshore Transformation
- There are urgent challenges present on growing the business and reducing the cost at same time
- Company initiative on ITO consolidation

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How are we doing it?

- Tianjin Development Center will report to software engineering
- Consolidate Architecture and Governance under Ming Zhou
- Align Technical Account Management /SDM role to production and service
- Lynn will focus on Offshore, COI (ABC, etc), learning and communication
- Ricky will focus on CA EBT implementation and EBT and WIC product management
- Technical implementation and product management under Ric Carlson
- IT infrastructure resources consolidation to ITO

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TSG Roadmap to Success

TSG FY09 Road Map to Success
Architecture (Ming Zhou)

Q1	Q2	Q3	Q4

Q1
- Initiate technology inventory
- Initiate solution inventory
- Product Roadmap Requirements gathering
- TSG estimation process update

Q2
- Document Solution Portfolio
- Document Technology Portfolio
- Documents Project Portfolio
- Define Product Roadmaps
- Review and document Product Architecture
- Kick-off Advanced Engineering
- Establish TSG SW Security Scan Process
- EPPIC failover design
- aSync and EPPIC configuration management enhancements
- Governance – project performance, financial performance and financial risk management

Q3
- Publish Detailed Product Roadmap
- EPPIC failover enhancement testing & roll out
- System manageability and automation initiative

Q4
- EPPIC failover Phase II
- EPPIC as a Product Phase I
- EP/KS refresh Phase I
- Improved implementation efficiency through productization
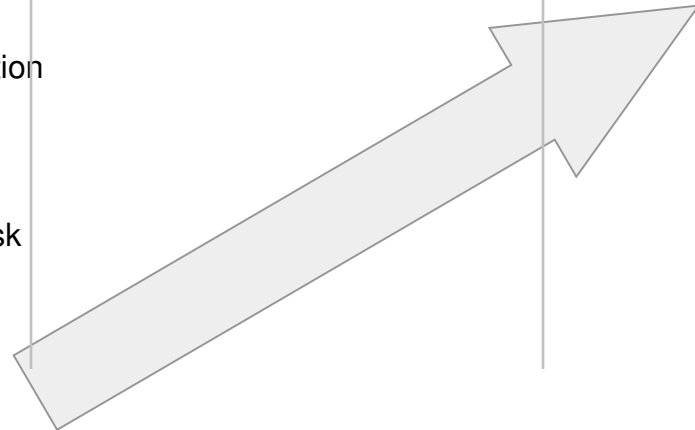
TSG – Roadmap to Success
TSG – Optimize SWE On/Offshore Implementation & Maintenance Workload for Cost Advantage   (John Mulholland)

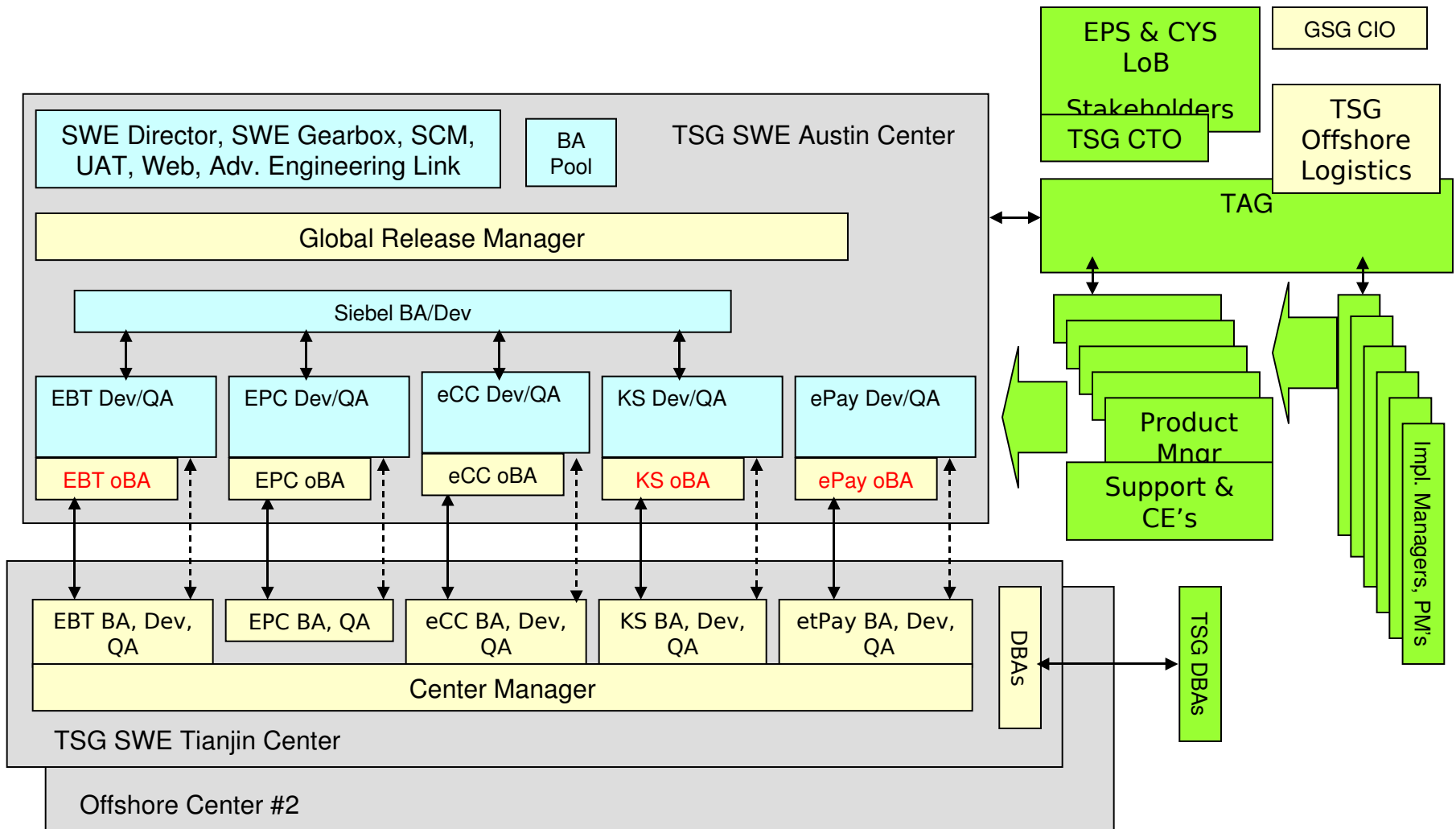| Q1	Q2	Q3	Q4
• <u>Initiate</u> monthly EPS/CYS/CRM projected workload reference (Aviles)	• Update workload driven staffing plans, maximizing offshore cost advantage	• Update workload driven staffing plans, maximizing offshore cost advantage	• Update workload driven staffing plans, maximizing offshore cost advantage
✓<u>Draft</u> SWE Transformation Ref as vehicle to represent evolving SWE roles & drive mindshare	✓<u>Seed</u> offshore e-Childcare, establish offshore facing BA	• Optimize on/offshore ECC, EPS/Siebel int. testing, KS/EPay, EPC, EBT workload	• Optimize on/offshore ECC, EPS/Siebel int. testing, KS/EPay, EPC, EBT workload
✓<u>Establish</u> Global Release Manager to drive offshore program	• <u>Seed</u> offshore EPC/Siebel & EBT/Siebel int. testing	• Review BA coverage & Lessons Learned. Update BA processes, job description & training plans	• Review BA coverage & Lessons Learned. Update BA processes, job description & training plans
✓<u>Seed</u> offshore CYS Dev/QA	• Ramp offshore CYS KidStar Dev/QA, establish offshore facing BA	• Conduct On/Offshore Optimization Quarterly Management Review	• Conduct On/Offshore Optimization Quarterly Management Review
✓<u>Seed</u> offshore EPC Maintenance, establish offshore facing BA	• Optimize offshore EPC Maint., EPay, EBT workload, est. offshore facing EBT BA		
✓Optimize offshore EBT, KS and EPay workload	• Review BA coverage & Lessons Learned. Update BA processes, job description & training plans		
• Conduct On/Offshore Optimization Quarterly Management Review	• Conduct On/Offshore Optimization Quarterly Management Review		

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Note: SWE also tied into Advanced Engineering initiative and pushing Siebel competency

TSG – Roadmap to Success
SWE On/Offshore Organization Design

TSG SWE Austin Center

SWE Director, SWE Gearbox, SCM, UAT, Web, Adv. Engineering Link

BA Pool

Global Release Manager

Siebel BA/Dev

EBT Dev/QA	EPC Dev/QA	eCC Dev/QA	KS Dev/QA	ePay Dev/QA
EBT oBA	EPC oBA	eCC oBA	KS oBA	ePay oBA

TSG SWE Tianjin Center

EBT BA, Dev, QA	EPC BA, QA	eCC BA, Dev, QA	KS BA, Dev, QA	etPay BA, Dev, QA

Center Manager

DBAs

Offshore Center #2

EPS & CYS LoB Stakeholders

TSG CTO

GSG CIO

TSG Offshore Logistics

TAG

Product Mngr

Support & CE's

Impl. Managers, PM's

TSG DBAs

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TSG – Roadmap to Success
TSG – Evolve the SDLC for Consistency, Productivity and Consistency Gains (John Mulholland)

Q1	Q2	Q3	Q4
• Draft compliance requirements upon the SDLC (Jones w/ Aviles) ✓Draft on/offshore SWE implementation variations reference, investigate SDLC alignment (SWE) • Analyze SDLC Definition Phase with emphasis on BA role, develop recommendations (SWE) • ID/resolve SDLC productivity & tools improvement targets for on/offshore (SWE w/ TAG & Ops) - link to CIO initiatives - seed SWE ops metrics • Update SDLC (PMO) • Conduct Quarterly Management Review (PMO w/ SWE)	• Review SDLC compliance for selected projects, ID improvement actions (PMO) • Update on/offshore SWE implementations ref. (SWE) • Update SDLC for BA and TIM roles (PMO, TPM Org) • Analyze SDLC Integration and Testing Phase. Emphasize handoff to Deployment, develop recommendations (SWE w/ CE's) • Evolve SDLC productivity & tools improvement targets for on/offshore (SWE w/ TAG & Ops) • Update SDLC (PMO) • Conduct Quarterly Management Review (PMO w/ SWE)	• Review SDLC compliance for selected projects, ID improvement actions (PMO) • Update on/offshore SWE implementations ref. (SWE) • Analyze SDLC Dev Phase, develop recommendations (SWE) • Evolve SDLC productivity & tools improvement targets for on/offshore (SWE w/ TAG & Ops) • Update SDLC (PMO) • Conduct Quarterly Management Review (PMO w/ SWE)	• Review SDLC compliance for selected projects, ID improvement actions (PMO) • Update on/offshore SWE implementations reference (SWE) ✓Analyze SDLC Initiation Phase, develop recommendations (TAG w/ SWE) • ID/resolve SDLC productivity & tools improvement targets for on/offshore (SWE w/ TAG & Ops) • Update SDLC (PMO) • Conduct Quarterly Management Review (PMO w/ SWE)

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TSG – Roadmap to Success
Governance (Ricky Aviles)

| Q1	Q2	Q3	Q4

• Provide additional Portfolio data needed for offshore support
 	
• Review impact of time reporting with offshore
 	
• Reporting on non-capital projects
	• Initiate ITIL framework used by Dallas/Corp to drive best practice
	
	• Define common set of project plan templates
	
	• Review Phase gate process and adopt or modify internal process
	
	• LOB PM process
	
	• Define Change Management
	
	• Define Incident Management
	
	• Define Incident Control/Escalation
	
	• Define Problem Mgmt
		• Review and monitor standards, process or templates put in place.
		
		• Continue standardization of:
		
		  • Change Mgmt
		
		  • Incident Mgmt
		
		  • Incident Control/Escalation
		
		  • Problem Mgmt
			• Offshore support/reporting as required
			
			• Continue to review best practices
			
			• Finalize and review all standards put in place
			
			• Audit and Assessment
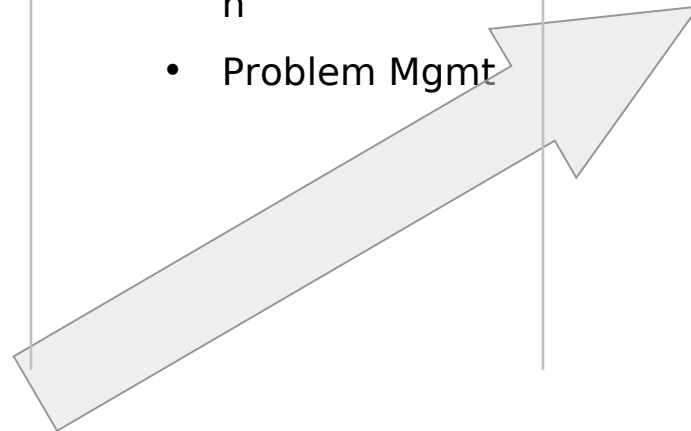
Government & Constituent Services (GCS)

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TSG – Road Map to Success
Client Relationship/Ops Reporting (Ric Carlson)

| Q1	Q2	Q3	Q4
• Review and map out TPM Role Change • Create new role for Product Manager(s)	• Conduct internal discussion of performance measures • Discuss with PM's reporting needs/desires • Analyze consistent tracking tools for client reporting and measurement • Work with SWE on BA transition • Evaluate success of BA role with Off shore work • Support Offshore move	• Design Operation Reporting Mechanism for Operational Performance • Design Tracking methods and reporting for client relationship • Distribute first tracking report by Project • Support continue Offshore move and workload shift	• Design consistent PM performance reporting • Distribute first ops performance reports to PM's • Assist with finalizing Offshore move
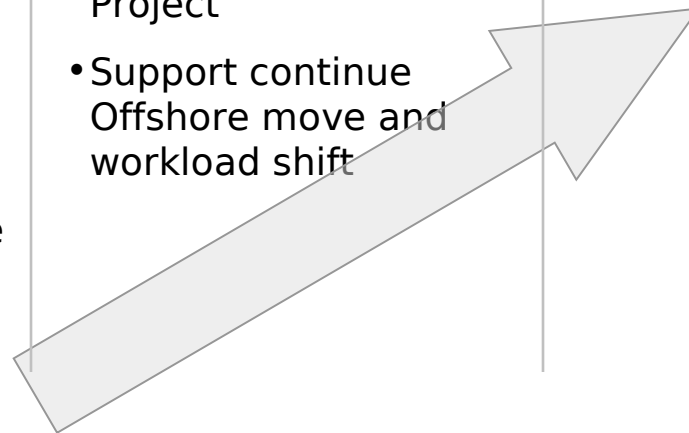
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Government & Constituent Services (GCS)

TSG – Roadmap to Success
Solutions Support (Pat Solitro)

| Q1	Q2	Q3	Q4
• Solutions Support planning session • Define FY 09 initiatives and goals	• Define DR improvement plan • Hire System Test Engineer. Define and design System Test Plan. • Define reporting methods for providing qualitative and quantitative reporting of organizational metrics • Define DB improvements and plan (encryption, backup, monitoring, etc.) • Initiate pilot phase of Data Warehouse • Analysis and implementation of enterprise level production file movement and monitoring solution	• Initiate system test plan and reporting of test results • Continue DR readiness • Continue DB improvement plan • Continue data warehouse initiative • Continue Offshore hiring and training	• Finalize all system, file, and network monitoring initiatives • Finalize Data Center initiatives • Finalize all Solutions Support initiatives • Finalize all offshore initiatives

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July 16, 2008
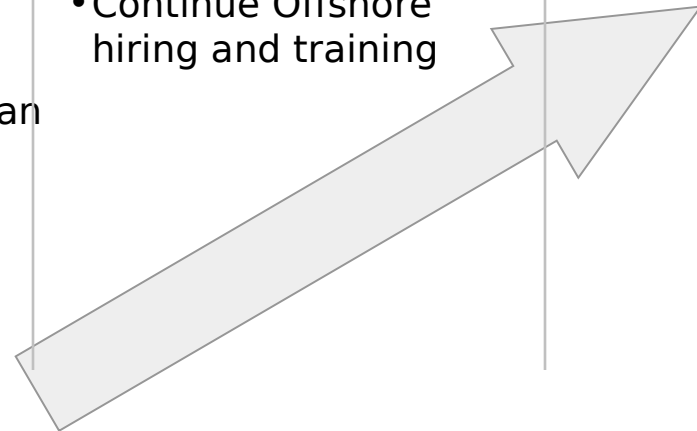
TSG – Roadmap to Success

Off Shoring, Learning and COI   (Lynn Theodoro)

| Q1	Q2	Q3	Q4
• Roll out international visitor program • Develop and communicate training program budget • Roll out TSG on boarding program • Oversee the implementation and tracking of off shoring and COI targets • Determine alternative offshore sites	• Analyze roles and responsibilities and prepare communication that aligns with SDLC rollout • Explore COI sources and identify specific initiatives • Continue to assess staff retention issues and work with management to resolve • Oversee Learning Management Plans onshore where retooling is needed	• Staffing at alternative offshore sites • Coordinate knowledge transfer between Austin and offshore sites • Oversee Learning Management process between onshore/offshore teams • Begin implementation of COI programs	• COI programs operational • Alternative off shoring functions in place • Process/environmental issues improved and documented
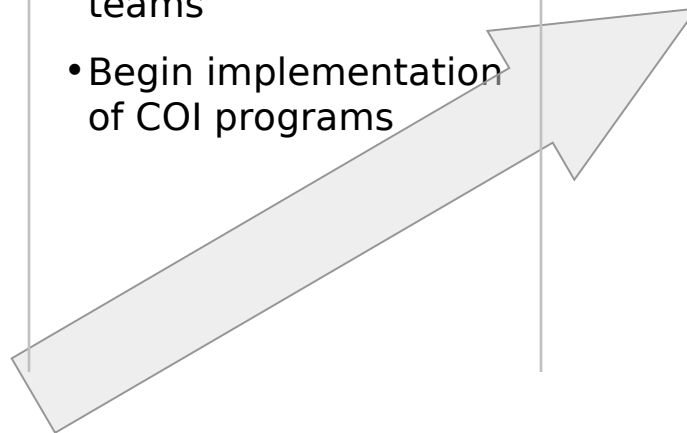
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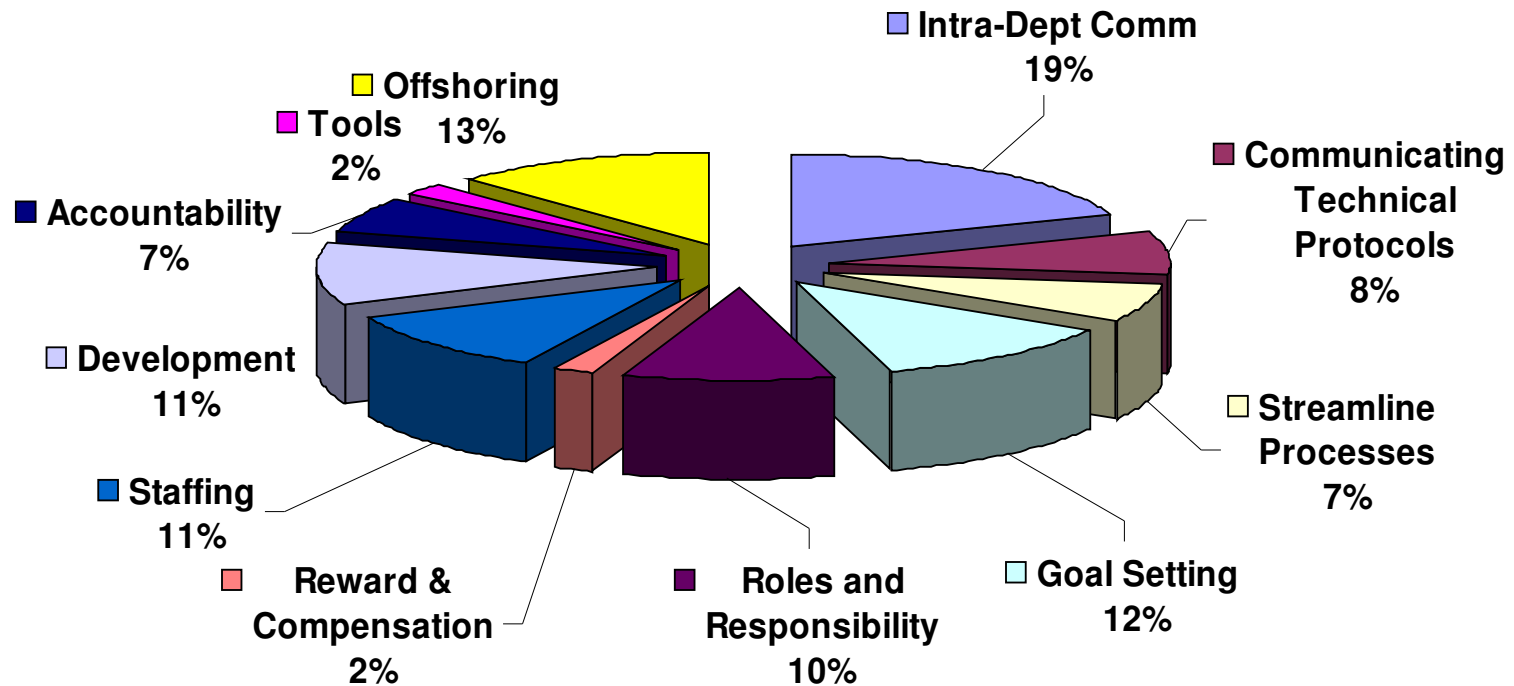Government & Constituent Services (GCS)

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Monthly Employee Opinion Survey

Lynn Theodoro

Monthly Employee Opinion Survey
(Lynn Theodoro)

**See Positive Progress in Communications
in the following areas:**

- Intra-Dept Comm 19%
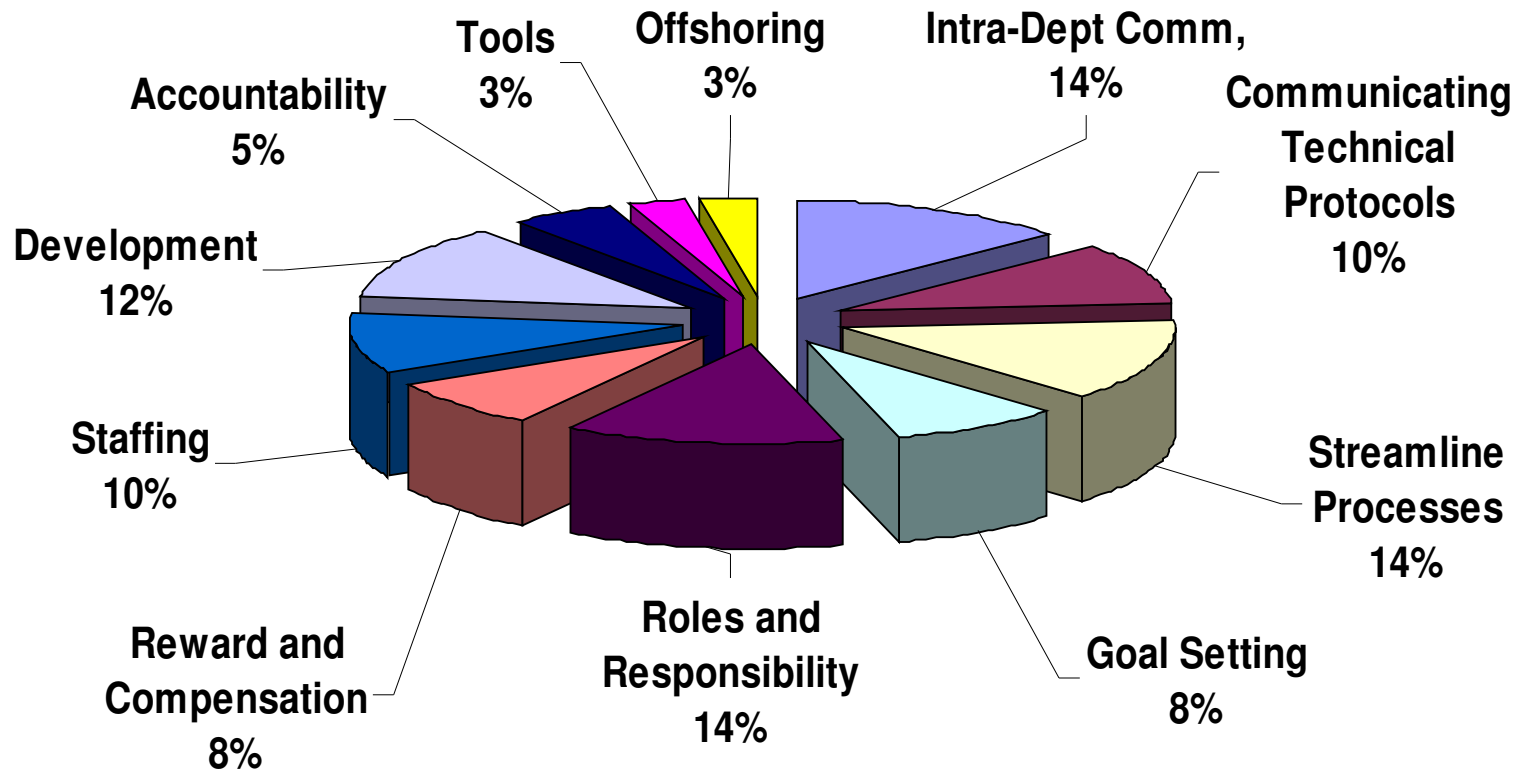- Communicating Technical Protocols 8%
- Streamline Processes 7%
- Goal Setting 12%
- Roles and Responsibility 10%
- Reward & Compensation 2%
- Staffing 11%
- Development 11%
- Accountability 7%
- Tools 2%
- Offshoring 13%

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Monthly Employee Opinion Survey
(Lynn Theodoro)

Continuing Concerns in the following areas:

- Tools 3%
- Offshoring 3%
- Intra-Dept Comm, 14%
- Communicating Technical Protocols 10%
- Accountability 5%
- Development 12%
- Streamline Processes 14%
- Staffing 10%
- Reward and Compensation 8%
- Roles and Responsibility 14%
- Goal Setting 8%

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Monthly Employee Opinion Survey
(Lynn Theodoro)

**Ideas for Improvements/Changes
in the following areas:**

Tools 3%
Offshoring 4%
Intra-Dept Communications 15%
Accountability 6%
Communicating Technical Protocols 11%
Development 13%
Staffing 6%
Streamline Processes 13%
Reward and Compensation 8%
Roles and Responsibility 13%
Goal Setting 8%

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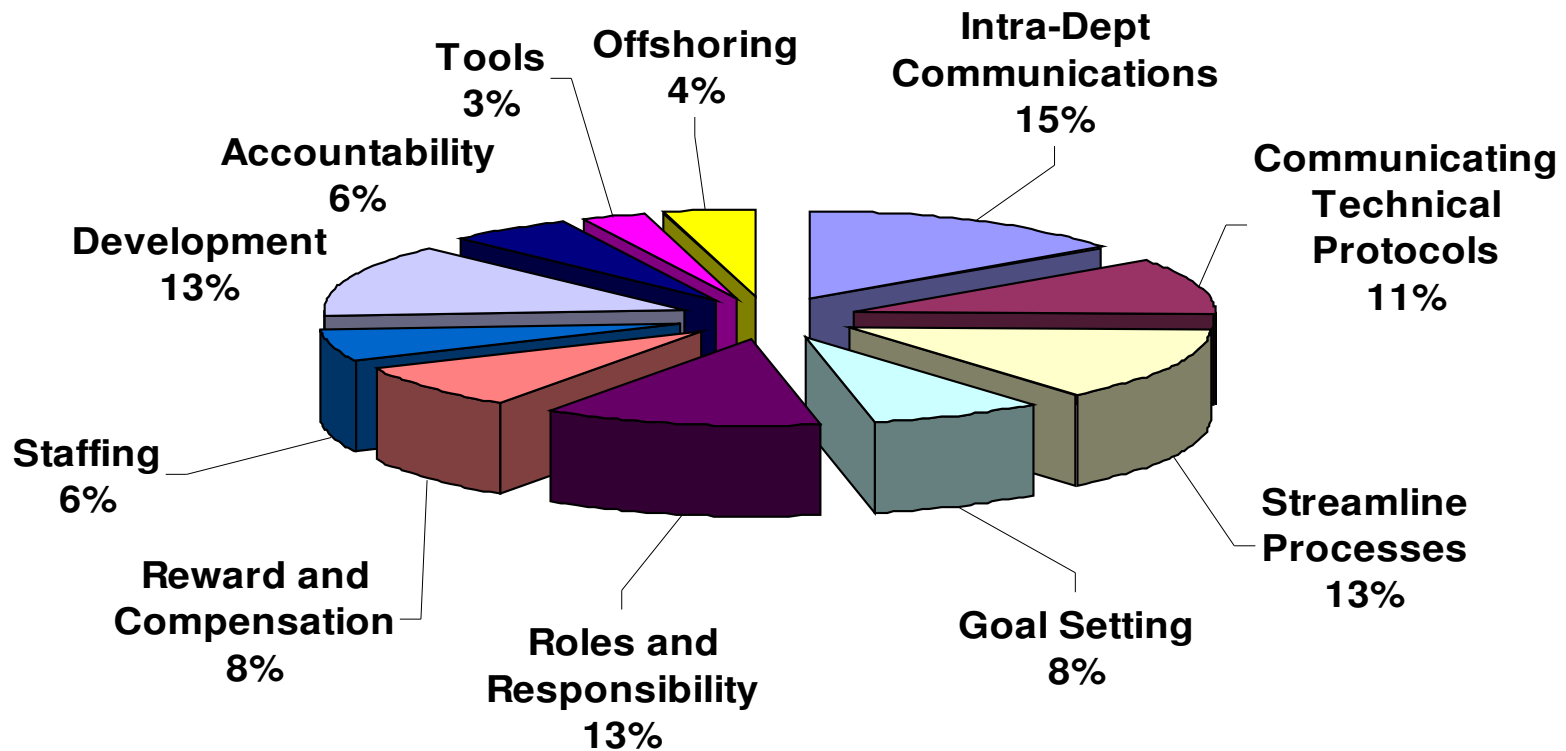
TSG July 2008 Town Hall : Q &A

Kevin Zou

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| July 16, 2008 |

In TSG Survey - You asked

❑ Staffing

2. *When will staffing be reinstated?*
3. *Staffing for Ops, when will the available jobs be filled?*

❑ Financial

6. *Financial situation and how that will impact TSG?*
7. *I would like more information during town hall meetings explaining whether or not WE as the Austin office are making money for ACS or not.*
8. *How is it we (TSG) can make so much money and still be under spending restrictions. If the other departments suck at making money, make them do without, but keep the people who ARE making the money well stocked and compensated.*
9. *How employees benefit from company financial gains and how they don't from financial loses.*

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July 16, 2008

In TSG Survey - You asked

❑ Offshore

2. *Should we be concerned that greater focus on off shoring will lead to eventual downsizing or closing of this office?*
3. *off shoring collaboration. the latest status and their role and objective.*

❑ Compensation

6. *Are we getting merit raises, yes or no.*

❑ Business

9. *About the business development direction, such as which business in our company progresses most rapidly*

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