Learning Objectives

• About Accenture

• Business Context

• Implementation Scope

• Key Program Components

• Guiding Principles
About Accenture (NYSE: ACN)

Accenture is a management consulting, technology services, and outsourcing company. Committed to delivering innovation, Accenture collaborates with its clients to help them become high-performance businesses and governments.

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Business Context

In a changing business context, the cost of not delivering quality services is high and can have a significantly impact to the business.

- Market growth
- Bigger, more complex programs
- Offshore components
- Growing, diverse workforce
- Increasing competition
Implementation Scope

To operate as a high performing business, Accenture needs to operate with process rigor and consistency across a global and complex business model.

- All Operating Groups
- All geographies
- Multi-lingual, multi-cultural
- Complex business and technology solutions
- CMMI SW/ SE/ IPPD
Key Program Components

- Governance and Program Management
- Awareness and Sponsorship Building
- Mobilization
- Deployment
- Process Improvements
- Measurement and Assessments
Governance and Program Management

• **Senior Executive Governance**
  – Provide overall direction and leadership
  – Provide key decision making

• **Small Central Program Management Team**
  – Define and maintain policies, process assets
  – Provide standard training and communications
  – Coordinate appraisals
  – Facilitate best practice sharing
  – Support deployment

• **Larger ‘Local’ Implementation Teams**
  – Develop local quality plans
  – Tailor standard assets
  – Implement training and communications plan
  – Implement quality program
  – Share best practices and experiences
Awareness and Sponsorship Building

- Initial Contact
- Awareness
- Understanding
- Acceptance
- Commitment
- Way of Life

"In their Work" INVOLVE
"In their heart" CONVINCE
"In their mind" CLARIFY
"In their eyes" INFORM

Acceptance
Mobilization

- Planning
- QPI team sourcing
- Monthly training
- QPI communications
- Standard QPI processes and tools
- QPI deployment support and cross-OG issue resolution

Note: QPI (Quality and Process Improvement)
Deployment

- Provides projects with standard processes, tools, coaching, and training on systems/software engineering and project management disciplines
- Provides coaching and mentoring
- Provides monthly reviews against best practices
- Provides increased visibility into project execution

Objectives

- Executive Sponsorship
  - Provide better value in our service to clients
- Policies
  - Improve predictability of performance and support
  - Address Accenture quality requirements and best practices
  - Leverage the management and technical knowledge from past engagements
- Engagement Teams
- QPI Program

KEY
- Objectives
- Enablers
As we continue our enterprise wide CMMI implementation, there is a continuous improvement cycle to standard capability infrastructure.
Process Improvements - Methods

All Accenture people, regardless of where they are located, use the same methodology. This gives us the ability to move work to the most capable and cost effective location(s).

- Common language
- Distributed work model
- Standard transition points
- Guidelines for planning and managing distributed work
Best practices are woven into standard methods and deploying via enterprise wide training curriculum.

- **View course catalog by category, title, or certificate**
- **Curriculum allows each employee to see courses specifically required or recommended for them**
- **Transcript shows courses taken, waived, denied, or cancelled.**
- **Development plans shows career aspirations, skill needs, and actions taken and planned. Career advisors review and indicate approval for all actions.**
Measurement and Assessments

- Multiple baselines appraisals in 6 months covering all operating groups and geographies
- Multiple CMMI service providers
- Reuse of separate organizational appraisal for common infrastructure
Guiding principles

- Build once, implement consistently.
- Balance consistency with flexibility.
- Use and reuse what is available.
- Common approach for select geographies and types of work.
- Integration with other corporate programs.
- Strong governance model.
- Consistent appraisals and actions.
Questions?

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