

Application Support Group (ASG)

Overview

ASG is a group of application experts, delivery/enhancement specialists and on-boarding/support personnel who monitors, collaborates, mediates, enhances, customizes, trains and implements DreamApps for specific customer projects. The main goal of ASG is proliferation of knowledge and distribution of responsibilities for all projects across industries and geographical locations.

Operations

- The group is headed by a Chief, ASG
- Members of the group are appointed by functional/administrative heads in various business units in consultation with the Chief.
- **Any field personnel**, who is assigned implementation/on-boarding of a project, will **notify** all members of the group with a brief scope of the project. He/she must do so **before taking any other definitive action** on the project.
- The Chief will immediately convene a meeting of the group members to discuss the scope and arrive at an **implementation strategy and timeline**.
- Over the course of the project, the group will determine, from time to time, the details of implementation and distribution of responsibilities for the project.
- The group will also initiate special training sessions for it's members and other beneficiaries as and when it's deemed necessary.
- A project is deemed to be completed only when it is certified by the Chief.
- The group will maintain a wiki page for each of the projects describing scope, strategies, distribution and progress of the project. The Chief may decide if such a page should be private or public.

Results

It is expected that ASG will result in better literacy, competence, efficiency and effectiveness of it's members and beneficiaries.

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