

1. Minutes of meeting of IT companies meeting on 8-8-09 held at IIA office, from 5 pm

Present: 32 persons as per record in attendance sheet, including Mr Anil Gupta, President, IIA and Dr PK Seth, President , AKWL

Association of Knowledge Workers , Lucknow (AKWL) and Indian Industries Association(IIA) organized a brainstorming session on “ **Development of IT / ITes Enterprises in Lucknow Region : Business Challenges and Feasible Solutions** “ on Aug 08 , 2008 ; Saturday . 5 pm to 7.30 pm at IIA Bhavan , Vibhuti Khand , Gomti Nagar , Lucknow. The meeting was attended by 45 persons from industry, academia including TCS, Sahara Next, CMC Ltd, UPTEC and many IT& BPO Small and Medium enterprises. Mr Dileep Kumar , Secretary, AKWL informed that On 30-8-08 a conference was organized with NASSCOM on theme “IT& BPO destination Lucknow”.

The key issues discussed were

- ?? Need for a common platform for the development of IT & BPO sectors.
- ?? Identification of issues to be resolved jointly by all concerned stake holders .
- ?? Infrastructure requirements for development at affordable cost
- ?? Brand image development of the Lucknow

Sri Anil Gupta, President IIA, welcomed all delegates and assured all help by IIA for development of IT industry. Shri Arvind Kumar ,GL, TCS , Lucknow kicked off discussion with concept of 3 C' s (capacity , confidence and communication) for getting projects from international clients. IT industry needs human resources with domain expertise, technology updates, sales and marketing capability and strong communication skills.

Mr Ajay Singh , RM, CMC Ltd, agreed with Mr Arvind and added two more C's (connect & collaborate) ,for success. Mr Anand Sinha, COO, Sahara Next , informed his experience of not getting employable technical graduates and suitable persons for BPO services of international level. It was proposed that finishing school concept , as being practiced at Bangalore etc may be added at Lucknow by Universities to make them employable. In addition internship by fresh graduates may be promoted. 20 more entrepreneurs presented their views on above key issues.

The evening was aptly summed up and concluded by Dr Upendra Kumar , MD , UPTEC Computer Consultancy Ltd . He gave an historical background on how computerization and IT boom started in India and what are the scopes for further magnification in the near future . **Following way forward program was decided**

1. A working group including Dr Upendra Kumar, Mr Arvind Kumar, Mr Anand Sinha, Ajay Singh, Dileep Kumar and Mr Anil Gupta to meet soon and finalize action plan on 5Cs mentioned above ,etc etc
2. To invite Principal Secretary, IT&E, GOUP to meet local entrepreneurs at IIA. He is to be informed about problems being faced in actual implementation of IT policy 2004 of GOUP. Objective is to involve GOUP as partner for development
3. To involve real estate developers for desired goals/ awareness of available commercial space at reasonable rates. Representative of Rohtas projects assured cooperation for it

Summing up by Dr Upendra Kumar included following points for development of IT& BPO companies at Lucknow for action:

1. Infrastructure built up with sufficient space for many small IT companies & reliable power supply
2. Development of consortium of companies based on their competence , to get order from clients
3. Requirement based skill set development of human resources(domain based and technology based)
4. Availability of credit to software companies, as per GOUP- IT policy 2004 etc
5. Awareness about IT happening in Lucknow, to outside world specially NCR/ Pune/ Hyderabad/ Bangalore professionals and companies for better brand image/ perception about Lucknow
6. Educate fresh pass out/ final year students (B.Tech / MCA) about work culture of IT & BPO industry and need for internship after their pass out
7. To encourage Institutes for adopting finishing school concept (value added courses), as being practiced in South / Western India , to make them better employable
8. Create available manpower data base , for employment with specialized skills
9. GOUP to be requested for direct work / supply of equipment , allocation of Government departments & PSU to private sector IT companies, to provide level playing with PSU like UPDESCO & UP Electronics Corporation. GOUP to be requested to provide incentives mentioned in the IT Policy 2004
10. IIA & AKWL to study draft of Industrial Policy of GOUP and suggest changes in it & IT Policy
11. Large IT companies may prefer local IT companies for out sourcing their work
12. To create a data base of IT companies at Lucknow, providing one page information about them, for use by outside world/ local large IT companies like TCS, CMC, Sahara Next etc

The meeting ended with thanks to chair

Dileep Kumar

Secretary, AKWL

DS Verma

Executive Director, IIA

2. MOM of the working group for common platform of IT & BPO companies (joint venture of AKWL & IIA), held on 13-8-09, at UPTEC from 4 pm

Present; Dr Upendra Kumar, Mr Arvind Kumar, Mr Anand Sinha, Ajay Singh, Dileep Kumar , Manu Agarwal and Sri DS Verma

All the 12 points , mentioned in summing up of the meeting on 8-8-09 were discussed and following decisions were taken for action

1. The working group of IIA & AKWL, appointed Mr Dileep Kumar as anchor/ convener of the group, with direction to work in close coordination with Mr D.S. Verma, ED, IIA
2. IIA & AKWL will work for companies who are member of IIA and/or AKWL and in future programs only these companies will be invited for the meetings
3. Sri DS Verma will invite **Principal Secretary, IT& Electronics, GOUP** for next meeting of IT& BPO companies of three hours approximately , preferably in September 2009. A presentation will be made before him on present status, issues ,challenges, proposed way forward for IT& BPO companies. Project report on SEZ available will be provided byAKWL to GOUP (action through Mr Anand Sinha)
4. AKWL will send all IT& BPO companies known to it , a survey form to know their requirement of Human resources with specific knowledge of domain/ technology. In this form one p[age

- information about them will also be requested for hosting on web site of AKWL for awareness about of IT& BPO companies operating in Lucknow including their turn over in last three years as per report submitted by them to registrar of companies/ Income Tax department
5. To create a data base about IT professionals and others, information will be sought from willing professionals and placed on social networking web site of AKWL, known as virtual club, www.akwl.in, being managed by Planetcomnet Technologies Pvt Limited. It will include experienced professionals also in addition to fresh graduates serving as intern or trainee or employed. CV screening exercise to be done by senior professionals and provide one to five star rating to make applicants employability better
 6. AKWL web site will provide information regarding **IT events happening** by any organization say CSI, IETE, IE(I), CII, PHDCCI, ASSOCEM, IIA, LMA, professional institutes/ Universities/ training institutes etc. In addition achievements of IT firms in being awarded a good IT / BPO/ KPO project is also to be highlighted. Objective is to improve brand image of Lucknow, for persons out of Lucknow. AKWL to learn search engine techniques for quick dissemination of information. Mr Arvind suggested to use web site like "Linked in" to reach people of Lucknow origin in other cities of the world
 7. Educate fresh pass out/ final year students (B.Tech / MCA) about work culture of IT & BPO industry and need for internship after their pass out:

And to encourage Institutes for adopting finishing school concept (value added courses), as being practiced in South / Western India , to make them better employable: decision- To contact professional colleges/ Universities and to make presentations there before faculty/ students by industry experts

8. Action to be initiated on all other points mentioned in MOM dated 8-8-09

Dileep Kumar

Secretary, AKWL

DS Verma

Executive Director, IIA