

2. Relevant People & Assignees

Mercedes me App (MyStar)

Exported on 02/09/2024

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1 Reference "Bug Bible"

[CustomerFeedback_XSF-Tickets - WIP](#)¹ to help identifying where the actual issue lies

Test Groups/Events

Info from Thomas Haap, QM, MDDM E2E testing responsible

STARC field	Issue / Defect created by		
	PreInt (SI) - Team	MDDM E2E - Team	QM - Team
Test Event	MMC Test (SI) *	MMC Test (General) *	QM-Erprobung *
Test Group	Test Group - PreInt MMC	Test Group - PreInt MMC	Test Group - PreInt MMC
Detected in EE Release	EE- oder TR-Release (e.g. R13.1.OPT)	MDDM Release (e.g. MDDM 21-09)	MDDM Release (e.g. MDDM 21-09)
Title -> contains...	„[SI]“ **	Neither „[SI]“ nor „VoCAPRIO“	„VoCAPRIO“ ***
Where to find	check with Tina	A comment from Rameswari Tatipalli ² about the open defects in the MCR main ticket	QM approval ticket and see the comments of open defects QM contacts: Timo Rentschler , Philipp Sischke , Silke Torbusch, Selcuk Kacar, Matthias Ahlswede, Paula Garcia Munoz, Nicolai Vajen

* The guideline to use this information is relatively new. This means, that older issues/defects do not necessarily have the correct Test Event set – and that sometimes testers forget to set this correctly also in newer issues/defects.

** Unfortunately, this information is not included in the title very often...

*** QM team nearly always includes VoCAPRIO in the issue/defect title. PreInt- & MDDM- teams do not.

¹ https://sdp.i.mercedes-benz.com/confluence/display/MYSTARAPP/CustomerFeedback_XSF-Tickets+-+WIP

² <https://sdp.i.mercedes-benz.com/jira/secure/ViewProfile.jspa?name=rtatipa>

Mail box:

dw_059-rd-aed_test-manager-connect@daimler.com³ RD connect Test managers

dw_415_tss-e2e-test-connect@daimler.com⁴ Daimler TSS PreInt/SI & E2E Test managers & Testers

dw_050-qm-eeq_team-storz@daimler.com⁵ QM Team

Testing Team	Contact Person	Extra info / Contacts / Distribution Lists
MDDM E2E Testing Team	 	dw_415_tss-e2e-test-connect@daimler.com ⁶
QM Testing Team	 	dw_050-qm-eeq_team-storz@daimler.com ⁷

³ mailto:dw_059-rd-aed_test-manager-connect@daimler.com

⁴ mailto:dw_415_tss-e2e-test-connect@daimler.com

⁵ mailto:dw_050-qm-eeq_team-storz@daimler.com

⁶ mailto:dw_415_tss-e2e-test-connect@daimler.com

⁷ mailto:dw_050-qm-eeq_team-storz@daimler.com

2 Contact People

List of responsible people by market to whom to assign tickets when rejecting them:

2.1 MyStar regional teams

Regions	Responsible	Work Flow	Remarks
Regional/Central Defect Manager	Resp Group - mmc_ece_defectmgr @Cagatay Durmaz [DURMACA] @Fatih Esen [FATESEN] @Ivan Dinic (AMAP)	<p>All ECE defects should always be assigned in the first place to Resp Group mmc_ece_defectmgr to be validated and ensure that the pre-requisites are fulfilled before assigning to the responsible Area Defect Manager.</p> <p>All AMAP defects should always be assigned in the first place to @Ivan Dinic to be validated and ensure that the pre-requisites are fulfilled before assigning to the responsible Area Defect Manager.</p>	
RU	<p>Same flow as ECE since the FE codebase is 1:1; different backend.</p> <p>If ticket needs backend further analysis, assign them to @Ivan Kovalev</p>	<p>Russian MMC E2E Testing Team</p> <p>e-mail: kellyitservices.okrayko@extaccount.com⁸, kellyitservices.panov@extaccount.com(see page 3)</p>	
AP Korea (KR), Japan (JP), Taiwan, Malaysia, Singapore, Australia and New Zealand	@Karthikeyan Sivasundaram KSIVASU	<p>All AP_Mystar defects should always be assigned in the first place to @Karthikeyan Sivasundaram to be validated and ensure that the pre-requisites are fulfilled before assigning to the responsible Area Defect Manager.</p> <p>Def Man carries out re-test on ECE build, if reproducible, then assign to MyStar</p>	

⁸ mailto:kellyitservices.okrayko@extaccount.com

AM	<p>@Nirmala Muniyappa</p> <p>Defects detected on AM build</p>	<p>All AM defects should be first screened by @Nirmala Muniyappa</p> <p>GOAL: Analysis from AM team needed, potentially also CFO involvement for clarification facilitated by AM side, instead of routing everything to MBiton.</p>	
CN	<p>Defect Management: @Yun Yang YUNYAN1</p> <p>For the Verification of CN Defects: Wu, Yidi</p>	<p>All CN defects should always be assigned in the first place to @Yun Yang to be validated and ensure that the pre-requisites are fulfilled before assigning to the responsible Area Defect Manager.</p> <p>To be discussed: to be checked by CHN if the defects are specific feature or global; if global, can be assigned to MBiton or one of the collaboration teams below (after analysing the logs?).</p>	
US	<ul style="list-style-type: none"> ▪ If defected on US build <p>Assign to both @Neha Shukla (NSHUKLA) and @Aishwarya Mandhare (MANDHAA)</p> <p>IMPORANT: it is agreed that all US defects detected on US stable build (PROD and NONPROD) are assigned to NSHUKLA and not to ECE / SANGYI</p>		

2.2 STARC Support

Issues	Responsibles
STARC sync issues (e.g. broken sync)	<p>starc-support@daimler.com⁹</p> <p>@Rohan Khedkar</p>

⁹ <mailto:starc-support@daimler.com>

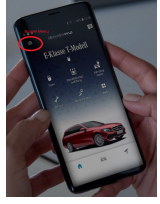

STARC generic support (e.g. change status, template changes, enforcing processes when not followed, etc.)

@Jörg Engelking Batista **JOERENG** (ECE)

@Ivan Dinic (AMAP)

2.3 Collaboration teams

Issues	Responsibles	Starc Defect Area	Work Flow	Remarks
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SDK	<p> @Carolin Frühberger CFRUEHB¹⁰ (Defect Manager) </p> <p> @Karthikeyan Sivasundaram (Defect Manager) </p> <p> @Karthikeyan Sivasundaram (Defect Manager) </p> <p> Please assign the corresponding tickets to "Resp Group - mmc_sdk_defectmgr" </p>	SDK (Rising Star)	<p>When reporting an issue during testing (in any Test Case or Test Steps and for any Feature under test) you need to check if the issue is related to any of the items below and, if it is, please assign it to SDK (Rising Star):</p> <ul style="list-style-type: none"> • All items in the Burger menu including all sub-pages and function are handled by SDK: <ul style="list-style-type: none"> • User profile issues: all User Data, Account management and User Registration issues • Garage Vehicles 	<p>Burger Menu:</p>  <p>Dynamic background (example):</p> 
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¹⁰ <https://starc.mercedes-benz.com/userdata/3533>

				<ul style="list-style-type: none">• Add/Remove vehicle (vehicle assignment)• Vehicle info• Manage services with subscription	
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				<ul style="list-style-type: none">• Use r m a n a g e m e n t / S u b u s e r s• Leaf App Page "• Mercedes me - Apps" with the link to other Daimler/ MB Apps• Leaf App Page with "My Transactions"• Help menu item and leaf pages• Settings menu item and leaf pages• Legal info
--	--	--	--	--

				<ul style="list-style-type: none">• Terms of Use, Mercedes me connect Terms of Use, App Support → SDK	
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			<ul style="list-style-type: none">• Provider, FOS, Third-party content, Legal notices → MyStar• Service activation related issues• The dynamic background implementation is done by SDK (holiday specials)• PIN query/request• Notifications <p>STARC link: https://starc.mercedes-benz.com/wiki/8841016</p>	
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SupportModule (Help/App-support)	PO @Manuel Metz @Timm Melchert	mmc_sdk_SupportModule_defectmgr		
Bluetooth Link Library	@Alexander Dzerakh (Product Owner) @Cedulio Cezar E Silva (Android dev.) @Dmytro Antonchenko (iOS dev.)	MyStar BT Library	For the time being is handled by @Sangyi Li / @Francesco Maravalle due to S2C ambiguity and lack of CFO responsibility on MBition side. → raise to @Frederik Charon for a proper resolution	
MIC	Rajan Singh [RAJASIN] ¹¹ Vishal Anand [VIANAND] ¹²	Offboard_MercedesIntelligentCloudCore = MIC type in "Intelli"	From ECE perspective it is hard to detect for any tech area below SDK. To be assigned to SDK for further debugging. However, for straightforward command failure, MIC can be directly reassigned to e.g. https://starc.mercedes-benz.com/issue/1924098 .	

¹¹ <https://starc.mercedes-benz.com/userdata/9401>

¹² <https://starc.mercedes-benz.com/userdata/7969>

Personalisation issues	<p>George Niculae [GENICUL]¹³</p> <p>RCP Defect manager</p> <p>luxoft.imane@extaccount.com</p> <p>+4915142241790</p> <p>Bhairavi Imane [IMANE BH]¹⁴</p> <p>Abhishek Sagar [ABSAGAR]¹⁵</p> <p>@Sumit Paul</p>	Remote Configuration and Personalisation (RCP)	<p>Personalization team / CFO</p> <p>@Stepan Volkovsky</p> <p>is the first pass</p>	
Digital Fueling (Bertha Integration, pay@pump) ¹⁶	<p>Jan Flattich [JFLATTI]¹⁷</p> <p>@pedro.santo</p> <p>@yusuf.ekiz</p>		The whole Fuel & Pay feature is implemented and maintained by the bertha team, so this should be the direct assignment	
Charging Station issues (except Wallbox)	<p>Thomas Reiß [THSEISS]¹⁸</p> <p>CFO @Marc Bommer</p> <p>@Jan Ohmer</p> <p>Charging library contacts</p> <p>@Kalyana Varma Vetukuri</p> <p>@Saroja Swain</p>	Charging_Service (offboard-based)		
Wallbox issues	@Sophie Utta			
Wallbox BE	<p>contact: patrick.damboldt@mercedes-benz.com¹⁹</p> <p>CFO:</p>		Wallbox back end issues or improvement	

¹³ <https://starc.mercedes-benz.com/userdata/20440>

¹⁴ <https://starc.mercedes-benz.com/userdata/3329>

¹⁵ <https://starc.mercedes-benz.com/userdata/9828>

¹⁶ <https://starc.mercedes-benz.com/item/837188>

¹⁷ <https://starc.mercedes-benz.com/userdata/11008>

¹⁸ <https://starc.mercedes-benz.com/userdata/1635>

¹⁹ <mailto:patrick.damboldt@mercedes-benz.com>

	andreas.torkler@mercedes-benz.com ²⁰			
MBRDI Parking issues	<p>@smrithi.kayanodi@mercedes-benz.com²¹</p> <p>@Smrithi Kayanodi For Parking</p> <p>@Naga Satya Sai Bolisetti For parking</p>	<p>Defect Area stays MyStar System: Parking_and_Payment Function: Payment_for_Parking</p> <p>see https://starc.mercedes-benz.com/project/TS</p>	<p>The whole Parking feature is implemented and maintained by the MBRDI team, so this should be the direct assignment</p> <p>@Axel Betsch Is automatic mapping in place for assignee?</p>	
HERE maps	support@here.com			
Digital Key Handover (formerly swipe and share)	@Pascal Hesselmeier	<p>Defect Area: MyStar App</p> <p>Function: Private Car Sharing (Swipe & Share), Digital key handover</p>		
StarFinder	@Thomas Sontag		<p>Sync to the BerlinerLuft and add the label "StarFinder".</p> <p>AR Vehicle position. (finding vehicle)</p> <p>Add a comment to @Thomas Sontag for handling by StarFinder Team.</p> <p>and @Stephan Schmid (SCHMIS1)</p>	
Store / eCom SDK	@Markus Scheiber PO Store App			

²⁰ <mailto:andreas.torkler@mercedes-benz.com>

²¹ <mailto:smrithi.kayanodi@mercedes-benz.com>

ReachMe team	Ines Fonseca ines.fonseca@mercedes-benz.io ²² Inês Fonseca [FONSECI] ²³			
Service App	@Daniela Santos PO Service app			
MPay	Markus Lenker [LENKERM] e-mail: horyzn.lenker@extaccount.com ²⁴ @Florian Meyer	Defect Area: MMC_MPAY_SUMMIT ²⁵	For now : <ul style="list-style-type: none">• edit the Defect Area• send ticket via e-mail to him• ask him to adjust his roles for STARC from time to time Currently not possible to assign him/has no access to STARC	
Privacy Centre	Florian Graef @florian.graef (see page 3)			
Remote Engine Start (RES)	@Nibedita Dutta Nibedita Dutta (CFO)			
Remote Status	Lifecycle CFO: @Gautham Manoharan gautham.manoharan@mercedes-benz.com ²⁶ HQ CFO: @Aymen Dardouri			






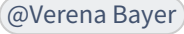
²² <mailto:ines.fonseca@mercedes-benz.io>

²³ <https://starc.mercedes-benz.com/userdata/18194>

²⁴ <mailto:horyzn.lenker@extaccount.com>

²⁵ <https://starc.i.mercedes-benz.com/item/2312836>

²⁶ <mailto:gautham.manoharan@mercedes-benz.com>

	aymen.dardouri@mercedes-benz.com ²⁷			
Remote Doors Remote Windows Remote Sunroof Remote Vehicle Finder	Lifecycle CFO:  gautham.manoharan@mercedes-benz.com HQ CFO:  giuseppina.maringolo@mercedes-benz.com ²⁸			
Digital Key Handover Emergency Key Deactivation	Lifecycle CFO:  sunil.pothugunta@mercedes-benz.com ²⁹ HQ CFO:  sven.riedel@mercedes-benz.com ³⁰			
Parked Vehicle Finder Vehicle Tracker Speed Alert Valet Protect Geofence	Lifecycle CFO:  kamal.raj@mercedes-benz.com ³¹ HQ CFO:  verena.bayer@mercedes-benz.com ³²			

²⁷ <mailto:aymen.dardouri@mercedes-benz.com>

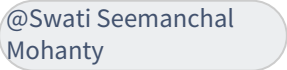

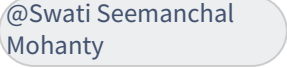
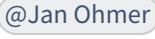


²⁸ <mailto:giuseppina.maringolo@mercedes-benz.com>

²⁹ <mailto:sunil.pothugunta@mercedes-benz.com>

³⁰ <mailto:sven.riedel@mercedes-benz.com>

³¹ <mailto:kamal.raj@mercedes-benz.com>

³² <mailto:verena.bayer@mercedes-benz.com>

Vehicle Charging Service	<p>Lifecycle CFO:  swati_seemanchal.mohanty@mercedes-benz.com³³</p> <p>HQ CFO:  marc.bommer@mercedes-benz.com³⁴</p>			
Preconditioning	<p>Lifecycle CFO:  swati_seemanchal.mohanty@mercedes-benz.com³⁵</p> <p>HQ CFO:  jan.ohmer@mercedes-benz.com³⁶</p>			
Parking Damage Collision Detection Theft Notification	<p>Lifecycle CFO:  gautham.manoharan@mercedes-benz.com³⁷</p> <p>HQ CFO:  artur.antoni@mercedes-benz.com³⁸</p>			

³³ mailto:swati_seemanchal.mohanty@mercedes-benz.com

³⁴ <mailto:marc.bommer@daimler.com>

³⁵ mailto:swati_seemanchal.mohanty@mercedes-benz.com

³⁶ <mailto:jan.ohmer@daimler.com>

³⁷ <mailto:gautham.manoharan@mercedes-benz.com>

³⁸ <mailto:artur.antoni@mercedes-benz.com>

Proposal for processing and triaging STARC defects

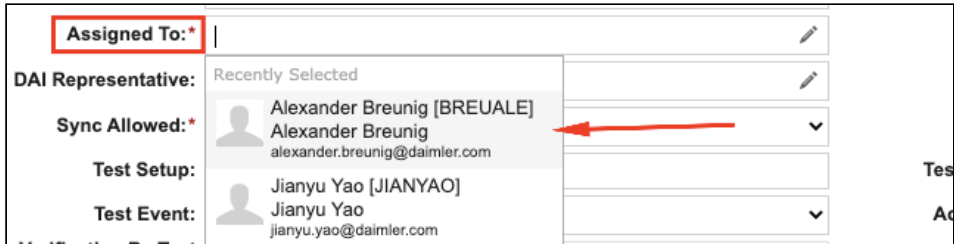
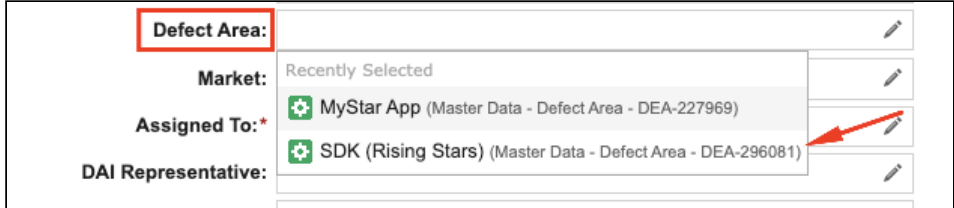
	Who	What (GOAL)	Comments
1	Testers/reporters	<p>Crete report according to pre-requisites and correctly assigned to the relevant Defect Area as described in the guidelines above</p>	<p>Test organisers and responsible people should provide info to all people running testing and reporting defects on STARC about the Defect Reporting guidelines (this steps and the above)</p> <p>Please make sure invalid tickets due to wrong test set up are not created at the first place (examples https://starc.mercedes-benz.com/issue/1098651, https://starc.mercedes-benz.com/issue/1298842)</p> <p>Please make sure the expected behavior is according to the actual App specifications (example https://starc.mercedes-benz.com/issue/1272749), if not sure, please contact CFO for clarification before creating the 'defects'; if it's as specified but the testers think the specification is not serving the usability, please contact @Sangyi Li for user study and change request.</p>
2	Defect Area Managers	<p>Defect Validation: title, description, attachments are fulfilling the pre-requisites and in case those are missing ensure that are provided in the report by the reporter.</p> <p>Defect Assignment: Assignment is correctly done to the relevant Defect Area, otherwise is reassigned according to the above guidelines.</p>	<p>If there are ambiguous situations (e.g. not clear the defect area or the way to reproduce it) these cases need to be identified and brought to the Triaging Phase(chat on Teams or meeting) for clarification BEFORE reassigning the tickets to prevent ping-pong effect, overhead and longer cycle time to resolve the issues.</p> <p>The guidelines are a living document, in case those are not clear or in case of changes need to be update after validation with the all the other defect managers (no submarine mode).</p>

	Who	What (GOAL)	Comments
3	Defect Area Managers Triaging	All Defect Area Manager (with team representatives as needed) discuss (only) the ambiguous cases where the Defect Area is not clear to ensure correct assignment, reduce overhead and faster fixing cycle time.	<p>This should happen as fast as possible, Teams Chat with all Area Defect Managers should be used and checked daily (multiple time) with quick response.</p> <p>If needed there can be Triaging meetings organised (e.g. weekly) to ensure the quick processing of the defects and other dysfunctions impacting specific areas overhead or the processing time of the defects.</p>
4	CFOs		

3 Steps in STARC/JIRA (BT Link Library)

Step	Description	
1	<p>Select Defect Area "MyStar BT Library"</p> <p>Update the 'Assigned To: field to Resp Group - mmc_mystar_ece_defectmgr</p>	<p>Hi,</p> <p>there is now a new defect area "MyStar BT Library" for problems when Sending Pois via Myster and using the Bluetooth Functionality.</p> <p>Thomas is the responsible for this defect area in the starc master data.</p> <p>Please keep in mind, that we have three dimension in tickets</p>
2	<p>Click on 'Save' the defect on STARC.</p>	<ul style="list-style-type: none"> • System&Function = Which business function is affected by this problem • Defect Area (&Device) = Which development team has to take care of this problem ? • Visibility Area: Where / in which frontend is the problem visible for the customer <p>@Defectmanager: Please take care that System & Function is correctly set for those tickets and it's clear in the ticket if BT send2Car (à Thomas Alten) was used or send2Car via Backend (FabriceBecker or Reinhard Glang).</p> <p>In both cases it is useful to have the HU Logs in the ticket too (see e.g. https://starc.mercedes-benz.com/issue/856759 where Harman now has to analyse)</p> <p>Only in case that S2C BT was used, you can directly assign the ticket to Defect Area "MyStar BT Library" and Thomas Alten.</p> <p>For S2C Backend, please assign it to the respective Myster-Defectmanager as they have to analyse first and give more hints before giving the Ticket to MIC (resp. HUNotif & Fabrice Becker or NotificationCenter_Backend&Reinhard Glang) or closing the ticket in our (offboard) domain and derive a ticket in Telematics domain and analysis in defectarea UI_NotificationCenter and (Check for correct device too !)</p> <p>Correct selection of System&Function (i.e. which business function is affected)</p> <p>System MMC_App_Specific_Functions</p> <p>Function: MMC_Send2Car_Bluetooth or</p> <p>Function MMC_Send2Car_Backend</p> <p>Best regards,</p> <p>Axel Betsch</p>

4 Steps in STARC/JIRA (SDK)

Step	Description
1	<p>Open the STARC Defect and change the 'Assigned to:' person to <Resp Group - mmc_ece_sdk_defectmgr> (not to @Carolin Frühberger anymore)</p> 
2	<p>Update the Defect Area as follows:</p> 
3	<p>A comment is always added with a general and short reasoning on why the defect is moved to SDK.</p>

NOTE: sync for SDK is handled only by SDK Team!

4.1 Jira priorities calculated by Project Automation

STARC Severity	Jira Priority
VoCA 1	Blocker
VoCA 2 + TopTen = Yes	Blocker
VoCA 2 + TopTen = False	Critical
VoCA 3	Major
VoCA 4	Minor
Not applicable	Trivial

5 Handling AMAP defects

Meeting Minutes 27.04.2021

Attendees: Gaurav, Sangyi, Patricia and Nirmala

Release Communication

- Release team will send out the list of features for each MDDM with timeline to AMAP Defect and Test Teams
- Provide a understanding to Mbition Myster team on the MDDM timeline for AMAP
- Any changes to sprint release will be notified timely
- Build details for AMAP testing to be shared before E2E testing

Defect Assignment

- Defects found in US Stable/ US nightly will be assigned to Aishwarya Mandhare
- Defects found in AM build will be assigned to Sangyi Li, Defect Manager to add comments to justify assignment.
- All Defects should have build details added to STARC tickets
- AMAP defect manager finds a SDK issue in Pre-analysis, Tickets can be assigned directly to SDK team
- Sangyi will notify in STARC tickets when issue is fixed for ECE with build number, Usually PO tracks the AMAP deployment, either Sangyi or PO will add comment on the ticket with fix date and AM deployment build for AM Issues
- Aishwarya will add the fix date and fix build version for all STARC tickets tested on US stable/nightly

Defect Communication

- Email on Monday and Wednesday with all open defects to be sent to Sangyi and Aishwarya
- Meeting when required/requested by Myster or Defect/ Test team

Production Testing

- All production testing efforts will be support by Gaurav's team – Smoke test, Defect test etc...
- Any communication received for Production test, needs to be forwarded to Gaurav and Team
- Production STARC ticket to be routed to Aishwarya for testing and follow-up.

Other topics discussed

- The code base for ECE and AMAP is the same with feature toggles enabled
- Countries on AM Build: CAN, MEX, SGP, AUS, NZL, MYS
- Countries with Custom Build: USA (US Stable/nightly), JPN (AP JP), KOR (AP KR)
- Stable build deployments are usually Monday of each week in ECE and US
- AMAP Defect Manager: Lim, Patricia and Nirmala

Action items

Sangyi to follow up with Nergis and Francesco and provide feedback on any further clarification on defect assignment

Gaurav to provide feedback after discussion with Aditi, Fahim, Aish and Neha

