**Modern Desktop & CVW Packaging Process**

**SE PL – Team Ford**

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**Intune Company Portal** is the app store designated for delivering desktop applications to end users. The following are pre-requisites prior to initiate a package request with ITFP Packaging Team:

**Prerequisites**

1. The user count is =>10. This number can include a forecast number of additional users.
2. A business application ID in ServiceNow
3. A valid license
4. A list of countries / locations where the app needs to be visible/deployed.
5. The packaging version includes a hotfix, Service Pack, Security Updates, or a minor version (avoid packaging versions with no minor version releases if possible) - i.e. package the version that bugs have been fixed.
6. The version has been evaluated & tested by SME/Primary App users and proven that it meets business requirements (i.e. are the existing models compatible and can the new version open them?)
7. Approvers are identified for the Access Package (i.e. This is the approval workflow when the user clicks install, it sends out a MS Email to App Owners or direct supervisors)
8. Testers are identified for UAT (1-2 SMEs/Primary App Users / 2+ App Support)

**To initiate a package request, follow these steps:**

1. Prepare the installation document, list of dependencies and license setup steps and store in [Team Ford App Support Documents](https://chevron.sharepoint.com/sites/Surface-SmartEngineeringProductLine/Shared%20Documents/Forms/AllItems.aspx?FolderCTID=0x012000229238938BA0474D810C50039AD587C4&id=%2Fsites%2FSurface%2DSmartEngineeringProductLine%2FShared%20Documents%2FTeam%20FORD%20%2D%20Desktop%20Application%20Support&viewid=9fec212e%2D3dbd%2D4568%2Db3aa%2D7718105bb219)
2. Obtain the installer from vendor or PO
3. Request an ECCN number from vendor or PO – follow these steps: [Mandatory ECCN.docx (sharepoint.com)](https://chevron.sharepoint.com/:w:/r/sites/FSS/UHF/Compliance/_layouts/15/Doc.aspx?sourcedoc=%7BC584BBED-6328-4E0C-BD23-2818AC88BF57%7D&file=Mandatory%20ECCN.docx&action=default&mobileredirect=true&cid=a2fc646b-b69f-4f2a-8459-c669cd318c00)
4. Obtain contract # and SMART GEP order number from PO/Business to request for a License Review via [SLM Team - License Review Request](https://urldefense.com/v3/__https://chevron.service-now.com/itserviceportal?id=sc_cat_item_guide&sys_id=5ce71cb7db2e1418182e1dca4896198e__;!!N8Xdb1VRTUMlZeI!wtgW8tjeJIPs5YksNBfO6QFn7KYto5TlOhr6QKCkBitfegCWsvw-LzLqwQc_nw$)
5. Submit an enterprise package request: [Enterprise Application Request - my chevron (service-now.com)](https://chevron.service-now.com/mychevron?id=sc_cat_item&sys_id=6e4dda59dbbb8890d7a110c9139619ec)

**UAT – Testing Steps**

1. Follow the ITFP Testing guide [CompanyPortal-AppTesting\_Instructions.docx (sharepoint.com)](https://chevron.sharepoint.com/:w:/r/sites/ModernDesktop/_layouts/15/Doc.aspx?sourcedoc=%7BFB8A2A7E-1CF1-4AC2-8CC4-4BCA1129E8C9%7D&file=CompanyPortal-AppTesting_Instructions.docx&action=default&mobileredirect=true&isSPOFile=1&clickparams=eyJBcHBOYW1lIjoiVGVhbXMtRGVza3RvcCIsIkFwcFZlcnNpb24iOiIyNy8yNDAxMDQxNzUwNCIsIkhhc0ZlZGVyYXRlZFVzZXIiOmZhbHNlfQ%3D%3D)
2. In case you do not own an MD or Virtual MD, follow this steps to request one [Modern Desktop and Mobility - Request VM for App testing.pdf - All Documents (sharepoint.com)](https://chevron.sharepoint.com/sites/Desktop/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FDesktop%2FShared%20Documents%2FTechnical%20User%20Guides%2FRequest%20VM%20for%20App%20testing%2Epdf&parent=%2Fsites%2FDesktop%2FShared%20Documents%2FTechnical%20User%20Guides&isSPOFile=1&OR=Teams%2DHL&CT=1709249427719&clickparams=eyJBcHBOYW1lIjoiVGVhbXMtRGVza3RvcCIsIkFwcFZlcnNpb24iOiIyNy8yNDAxMDQxNzUwNCIsIkhhc0ZlZGVyYXRlZFVzZXIiOmZhbHNlfQ%3D%3D)
3. Validate the application is available in Company portal and check for:
   1. Version number
   2. Proper Overview of the application with high level description.
   3. Assigned to Surface Digital Platform
   4. Naming convention is followed (**Vendor + App Name + Edition + Year) or (App Name + Edition + Year) or (App Name + Edition + Version)  - follow the previous packages to be consistent and applications are sorted and found as a group.**
   5. Manufacturer name is correct.
   6. A link is provided to the vendor site under **Additional Information**
4. Install the application on a clean VM and on a machine that has the old version (multiple scenarios as necessary)
5. Validate if the older version is removed (if applicable)
6. Make sure users should be able to install and use the application without any issue.
7. Ensure there is no desktop icon created.
8. The license is configured on the client machine (if network license)
9. All dependencies are installed.
10. Test all the functionalities and connectivity for the new version.
11. Have the application packaged. Get additional requirements if any, like access package approvals etc.
12. Removes old version of the same application from company portal.
13. Test the Application if uninstalls successfully.

**Deployment**

* Ensure the application is fully tested and deployed and it is visible on the locations (countries) where has to be visible.
* Ensure that the UAT label has been removed from Company Portal package.
* Compose a version release memo to all users.

**Packaging Modification or changes**

* Engage with the packaging for support of existing packages. See below steps:

**Change/Break-Fix:** Now that this software package is in the production environment, any change request or break/fix request will require a Service Now ticket. Call your local Service Desk to initiate the process or fill out the [Service Request form](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fchevron.service-now.com%2Fitserviceportal%3Fid%3Dsc_cat_item_guide%26sys_id%3D3977f5981b78405056ea21be6e4bcb4f&data=05%7C02%7CEAlvarez%40chevron.com%7Ca24160b383a54af9b26608dc857327d2%7Cfd799da1bfc14234a91c72b3a1cb9e26%7C0%7C0%7C638531976835689417%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=OTThy5WbDohbOVK6RBtRjPD4YO9v2uh7A%2BHW7Jeanpk%3D&reserved=0).