Esd:

E-Service Delivery (eSD) - Web-based software application used by the call center to field retail, mail order and pharmacy customer calls.

This the list of eSD Environments:

|  |  |  |
| --- | --- | --- |
| **Region** | **Release** | **Build Supported** |
| **Development** | | |
| Internal | Multiple Dev IM's |  |
| B2B | 1 IM for external region set up |  |
| **Integration** | | |
| Internal 1 (INT1) | Off-cycle | Partial (JS, JSP, XML, BV XSL) |
| Internal 2 (INT2) | Not used frequently | As needed, but it’s a manual deployment, not via Harvest |
| Internal 3 (INT3) | Main | Full (JS, JSP, XML, BV XSL, C++) |
| B2B | Main | Full |
| **QA** | | |
| Internal 1 (QA1) | Main | Full |
| Internal 2 (QA2) | Off-cycle | Partial |
| B2B | Main | Full |
| **Regression** | Latest | This is used for QA automated regression testing. |
| **Staging/UAT** | Latest | This is used for code staging only. |
| **Production** | | |
| Internal | Latest | Code is deployed to Internal Application/Web Servers |
| B2B | Latest | Code is deployed to External Application/Web Servers |
| **Maintenance** | Latest | Deploy right after Prod Validation during release window. |
| **Post-Production** | | |
| Training | Latest |  |
| CTE | Latest |  |
| CVE | Latest |  |
| CERT | Latest |  |

ESD automated BV tabs.

And followed by post prod.

Esd Group

eSD Release Captains [eSDReleaseCaptains@express-scripts.com](mailto:eSDReleaseCaptains@express-scripts.com)

eSD Development Team [MedeSDDev@express-scripts.com](mailto:MedeSDDev@express-scripts.com)

DEV

Mallela, Shiv (STL) - contr [SMallela@express-scripts.com](mailto:SMallela@express-scripts.com)

Kathal, Nikhil (FKN) [Nikhil\_Kathal@express-scripts.com](mailto:Nikhil_Kathal@express-scripts.com)

Validators

|  |  |  |
| --- | --- | --- |
| Validators | Validator (Business, External) | Seitrich, Beverly J. (Primary POC) |
| Validators | Validator (Business, External) | Dustin Yarber(Secondary POC) |
| Validators | CSR Validar (Internal, CSR validation) | Robbin Dicesare |

Releases 2017:

There are totally 69 releases for the period 2017.

5 Post prod

9 production release

2 Pivotal cloud fondary

1 Pivotal cloud foundary post prod pcf

4 emergency releases

7 Post prod sync up

2 esd prod sync up

ESD PROD EW

Before esd prod, UAT and staging deployment occurs in EW