Priority Based Routing Pilot Project

Core Team Meeting Minutes

Date: January 31, 2018

Attendees:

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Present** |
| Lavanya Laxminarayan | IMS Business Analyst | Y |
| Vish Chawla | Pega Delivery Leadership | Y |
| James Favreau | Pega Delivery Leadership | Y |
| Deb DuBourdieu | Project Manager | Y |
| Pavan Duddu | DellEMC Pega Architect | Y |
| Abhinav Chaudhary | Senior Developer, Pega | Y |
| Amant Bashkurti | Developer, Pega | Y |
| Krishnan G | Developer, Pega |  |
| Suresh Kumar Chella | Developer, Pega |  |
| Stuart Mossian | Release Management |  |
| Naveen Kondabathini | Architect, AIC |  |
| Farook Shaik | AIC Developer | Y |
| Sandeep | AIC developer |  |
| Srikanth Jogu | AIC developer |  |
| Nagarjuna Bandarupalli | AIC developer |  |
| Amit Datta | SFDC Tech Lead | Y |
| Abhinav Gupta | SFDC Manager |  |
| Arvind Batra | SFDC Tech Lead |  |
| Salaa, Jayasree | SFDC Product Owner for Europa | Excused |
| Lakshmi Sunkara | IMS Functional Testing | Y |
| Sampath Raghupatruni | IMS Functional Testing | Y |
| Aishwarya Angadi | IMS Functional Testing |  |
| Madhan Bn | IMS Support Engineer |  |
| Ajinkya Nene | Readiness and Adoption Lead |  |
| Kelly Rosch | Readiness and Adoption Lead |  |
| Rebecca Epstein | Readiness and Adoption Specialist |  |
| Camila Koziatek | Readiness and Adoption Specialist |  |
| Andrew Rasov | S360 Process Team |  |
| Jonah Richard | S360 Process Team |  |
| Denis Murray | UAT manager |  |
| Srikiran Betha | UAT team | Y |
| Shubhendu | Performance Test Team |  |
|  |  |  |

Action Items

|  |  |  |  |
| --- | --- | --- | --- |
| Resource | Action Item | Due Date | Comments/Status |
|  | SFDC |  |  |
| Amit, James | Review Skill Mapping table and get this resolved. | 2/1 |  |
| Amit | Investigate Pega ID issue in INT01 | 2/1 |  |
| ~~Abhinav G.~~  Bob Kindler, Amit | Controlled Support: Need the name of the country. Is just country codes right now. | 1/30 | Code complete date is 2/9. 1/30: Bob Kindler and Amit are collaborating on cleanup of data. |
| Pavan, Abhinav G., | Review and update Hypercare for Feb schedule | 1/25 | .; 1/29: Abhinav has sent. Deb is reviewing. |
| Amit | Look into how to give access to SFDC to Krishnan so he can create his own SR’s for testing | 1/23 | 1/23: no progress yet. |
|  | AIC |  |  |
| Natali Padron | Review and update Hypercare for Feb schedule | TBD | 1/30: sent. Deb is reviewing. |
|  | PEGA |  |  |
| Abhinav C. | Investigate Defect# 2925 | 1/31 |  |
| Ajinkya | Send the updated training deck with Pull model and Push model to Deb | 1/30 |  |
| Jonah | Contract; what codes align to premium support | TBD | But this won’t change dev estimate. James is driving this with Jonah. |
| Lavanya | 153453: add Pega id to SFDC Manual agent assignment. Test on her side. | 2/1 |  |
| Lakshmi | 153453: add Pega id to SFDC Manual agent assignment. Test on her side. | 2/1 |  |
| Lavanya | Enter the IMS Outplan as stories into the Olympus folder in TFS | 1/15 – 1/29 | All entered. Now just working on prioritization and dependencies. |
| Lavanya | Create story for March modifications regarding Active Engineer Table | 1/29 | Open. Needs to be added |
| Lavanya, Jerry | Create the roadmap for the upcoming releases of IMS | 1/22 – 1/26 | In progress |
| Nick | Continue to liaise with the leadership to encourage a prompt decision on when to move to swarming | 1/19; now looking later | Not earlier than 1/19, and possibly a week later  1/30: Ajinkya reports that Nick is having another meeting with BU’s about this on 2/1. |
| Jay | Drive the process group to determine the impact of “contract type” on Priority Calculation | TBD | In progress. 1/25: Lavanya, has Jerry answered this now? |
| Stuart | Add step to LOP: Update Profile (fix for Layer 7 issue) | 2/1 |  |
| Stuart | Add step to LOP: NSP change (turn off OBM from IMS) | 2/1 |  |
| Stuart | Update LOP: contacts; backout plan; include interlocks with SDFC and AIC, and start times, so Pavan can see when he has to work. | 2/2 | Updated contacts and Backout plan will be finalized by 2/2. On schedule. |
| Stuart | RFC to CAB | 2/15 | Is this 100% done. Is written but now has to follow the approval chain. Will then go to CAB on 2/15. |
| Stuart | Schedule early deployment of Layer 7 into PROD | 2/21 |  |
| Deb, Pavan, Amant | Estimate story points  for stories than have been entered into TFS; assign stories to upcoming sprints | 1/29 – 2/9 |  |
| Pavan | Swarm request assigned to requester (defect #2922): Pavan will assign this to somebody \*today\* to investigate and get fixed in this current release | 1/31 | Skill level 5, not auto; 2 users available; now again goes to person requesting swarm. Only happens with skill level 5. James: should have put in a requirement that the owner of the SR should not receive the swarm request. |
| Pavan | Manual DDL – predictivenetworkevirtualization table   * Pavan: research whether this change is required when we deploy to PROD * If so, figure out how to live with the long-running query. | 2/2 |  |
| Pavan | figure out why in PERF01 the certificate worked without the Pega hotfix. | 2/2 |  |
| Pavan | Make firm assignment to the team member who is going to execute Pega deployment so Stuart can include this person in his planning | 2/1 |  |
| Pavan, Lakshmi, Girish | Pavan wants to add a test case to verify that turning off of notifications took place. Validate that nothing is being sent from IMS. Pavan needs to talk with Girish and then give direction to Lakshmi on how to do this. Lakshmi can also check with her local team who is testing out NSP. | 2/1 |  |
| Pavan | . Pavan will validate PERF with TEST02 on Friday and determine whether anything is missing. | 2/2 |  |
|  | Action Items Closed Today |  |  |
| Srikiran | Communicate to Denis the team decision that the upcoming Demo is Stage 2. | 1/29 | Denis agrees with this decision. Closed. |
| Denis/Srikiran | Line up BEN, Jay, Jerry, Nick for Stage 2 demo | Jan 31 | Done. Closed. |

Agenda for Today

* Skills mapping: how long will this review take? We might schedule this for 9:45; or a separate meeting. Please help me determine which open defects this review would address so we will skip over those for now.
* Testing issues (Sampath, SFDC, AIC, Pega)
* Review Deployment plan
* Action Items (Pavan, Amit, Lavanya, Stuart)
* Go through Minutes all the way to end

Quick Hits and Rapid Changes

February Release Testing Issues

*1/31*

Please find below the testing updates for PBR Feb Release :

**Key points/Summary:**

* *Functional Testing in Progress for Feb Release scope items. Expected date to complete FT is 02/01. However we are 62 % complete and lagging behind due to recent PCF issue and testing might spill over to Friday 02/02.*
* *3 defects are open out of which one is in Watch list. 2 defects are Ready for retest. Overall 5 defects which not closed. The summary of defects can be found under overall defects summary.*

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sprint** | **# Test Scripts** | **Executed** | **Passed** | **Passed with Rework** | **Failed** | **Pending** | **Blocked** | **De**  **scoped** | **Execution %** | **Pass  %** | **Failed %** | **FTP % Target >=95%** |
| PBR Feb Release | 263 | 164 | 143 | 16 | 5 | 99 | 0 | 0 | 62 | 60.4 | 1.6 | **87** |

Hi All ,

Please find below the updated list of defects as on today

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Defect ID** | **Summary** | **Status** | **Assigned to** | **Severity** |
| 2890 | Feb Release : VNX SR with the required skill not moving to Wipro | Closed | Sampath | Sev A |
| 2891 | Feb Release : Availability event for users not getting triggered | Closed | Sampath | Sev A |
| 2893 | Feb Release : SWARM is following the old model | Closed | Sampath | Sev A |
| 2894 | Feb Release : Issue with updating the Site with control support strategy | Closed | Sampath | Sev B |
| 2895 | Feb Release : VNX SRs not moving to Wipro if Channel value is unavailable | Closed | Lakshmi | Sev B |
| 2896 | Feb Release : VNX Srs - Strategic and non-federal SR not moving to Wipro | Closed | Lakshmi | Sev B |
| 2897 | Feb Release : SWARM requests - BU is not being sent to Pega is SWARM request | Closed | Lakshmi | Sev B |
| 2898 | Feb Release : SWARM requests -Users are not getting SWARM requests in Omni  channel | Closed | Lakshmi | Sev B |
| 2899 | Feb Release : Same user getting 2 SR request in the Omni channel | Closed | Testing team | Sev B |
| 2900 | Feb Release : SR with blank product name not moving to exception queue | Closed | Lakshmi | Sev B |
| 2910 | Feb Release : SRs are not moving to General Basket | Closed | Testing team | Sev B |
| 2906 | Feb Release - PBR - when user rejects a SR, he is not offered with any sr though eligible work is available | Closed | Lakshmi | Sev B |
| 2907 | Feb Release - PBR - All skills are not available in SFDC swarm request page ; absence of certain skills; may be a data issue and not really a defect. Low priority defect. Must ensure that data is valid across the systems. Is the skill eligible for swarm or not? If not in skill-to-BU map is not eligible. Configuration data issue can be fixed later if necessary. 1/31:if the skill is absent that is expected behavior. Just need to check with business. | Open. This will be closed per today’s PBR checkpoint discussion (see at left) | Amit | Sev B |
| 2909 | Feb Release - PBR - Changes made to user profile are not getting synced to Pega | Closed | Amit/Farook | Sev C |
| 2917 | Feb Release -PBR Swarm - Issue with Swarm requests created | Closed | Amit/Farook | Sev A |
| 2918 | Feb Release -PBR - Manual assignment observation; 1/31: one time observation cannot reproduce | Open/ Watch list | Amit/Farook | Sev C |
| 2919 | Feb Release -PBR - SFDC UI -Prioritize routing button | Closed | Testing team | Sev B |
| 2920 | PBR Feb release: Pega ID not generated | Closed | Testing team | Sev A |
| 2922 | Feb Release -PBR - SWARM request being assigned to the same user who requested for SWARM | Open / To Be Retested | Testing Team | Sev B |
| 2923 | Feb Release -PBR - Urgency score getting calculated until the last milestone in case of Blank NCC | Closed | Testing team | Sev B |
| 2924 | Feb Release -PBR - Skill mapping needs to be corrected in SFDC for SWARM; not being mapped correctly; needs a review of the skill to BU mapping. Need the SFDC guys for this.james suggests doing this offline. James can just send an updated file, compare to previous spreadsheets, and don’t need a meeting. This is a configuration table and can be corrected later.. | Open | Amit | Sev B |
| 2925 | Feb Release -PBR - Language skill SWARM request not being offered to eligible users; this is a separate problem. 1/31: Abhinav will analyze whether this is a genuine issue. He has the info he needs. | Open | Abhinav | Sev B |

Regards,

Sampath

***2907***: list of skills must be updated on the SFDC side. This will be done by Amit. Amit will confirm first with Lavanya that he has the correct list of skills. 1/25: done. And the data has been updated. Now ready for Sampath to retest. Sampath: will get it tested. 1/26: get status from Sampath on Monday.

1`/29: action item is with Amit now; no status report. Abhinav G will highlight importance of this with Amit.

1/30: Amit has made the skills available but Lakshmi found an observation. 1to 1 mapping for skill to BU. But some have multiple BU’s. James provided updated file. Sampath will retest.

***2918***: trying to understand how this could happen. Amit will investigate. 1/31: watchlist.

***2922;*** Need clarification from Lavanya. Then should be fixed from Pega side. Lavanya says this is not a valid scenario. She suggest testing out for a TSE with skill level 3. Lavanya thinks it was not tested correctly and she suggest testing with a different set of skills. SAmpath has a clear understanding of how to retest and will send his results to Lavanya as soon as completed.

1/31: E: Feb Release –PBR Swarm - Swarm request is getting offered to Swarm requestor

Hi Lavanya/Abhinav,

Validated the below logic by requesting swarm for other skills levels as well ( 5,4,auto) and observed that swarm requestor(1037688) is only getting offer for the requested swarm eventhough other eligible users(1036596) are available.

**Test Data:**

SRT6-51122 – Requested for swarm same skill level 5

SRT6-51238 – Requested for swarm same skill level 4

SRT6-42662 - Requested for swarm same skill level Auto

Thanks,

Lakshmi

1/31: ready for retest; but results mixed as above????

1/31: skill level 5, not auto; 2 users available; now again goes to person requesting swarm. Only happens with skill level 5. James: should have put in a requirement that the owner of the SR should not receive the swarm request.

1/31: Pavan will assign this to somebody \*today\* to investigate and get fixed in this current release.

***Creation of SR with blank NCC***

1/30 Hi All,

Based on discussions during meeting with PEGA team today, created 153538 toolkit to track this request.

Lisa,

Request from PEGA team is to get this aligned for April release. Can we please have this prioritized accordingly.

**Thanks so much**

[Precious Regular](http://www.1001fonts.com/precious-font.html)

1/31: Hi Lakshmi,

As discussed in our working session the score calculation happened because of multiple offers and rejects which is expected.

**-Abhinav Chaudhary**

1/31: Hi Abhinav,

Created SRs with blank NCC for S1,S2 and S3 and observed below behavior

|  |  |  |  |
| --- | --- | --- | --- |
| **Severity** | **Score** | **Score calculated till (loop time)** | **Test Data** |
| S1 | Raw Score | Immediately stopped | SRT6-51495 |
| S2 | Raw Score | calculated for almost one hour | SRT6-50975 |
| S3 | Raw Score | calculated for almost 30 minutes | SRT6-51152 |

**Note:**   Raw Score- Score calculated with all pilot properties expect NCC/SLO milestones

Thanks,

Lakshmi

1/30:

This is a known production bug. So it will be present in the Feb release.

Severity: low.

Too late for Feb and maybe too late for March as well. Could only pull this in by pushing something else out of SFDC. Lavanya thinks we could wait until April for this.

Let’s make this the tentative plan. Get agreement from Pavan and James.

***Pavan:*** Lakshmi is able to create SR’s: with blank NCC’s. SFDC restriction; only sysadmin can create with blank NCC. But Lakshmi has a way to masquerade as syadm so she can create sr with blank NCC. Lavanya says there should not be any blank NCC or SLO. How is this creation being allowed? Lavanya will check with Jerry about Oracle 11i and whether these will be coming in blank.

***Feb Release - PBR Swarm -Swarm request for Language skill : this is defect 2925: Abhinav investigating***

SFDC team – I thought that we had agreed that values of ‘Any’ would be translated as ‘Blank’ in the table SFDC, no?

Hi Abhinav/Pavan,

Requested swarm for language skill and BU received is **ANY**. However users having requested language skill tagged to other BUs are not getting popups.

**Test Data:**

|  |  |
| --- | --- |
|  | *Pega ID -* SRT6-50040 |

*Swarm Request ID* - [38693](https://emcservice--cstst02.cs47.my.salesforce.com/a0l2a0000008uLT)

*Eligible users Available on Omni channel – tagged to Data Domain BU*

1037688

1036596

Thanks,

Lakshmi

^^^^^^^^^^^^^^^^^

***Are these skills not expected to be in the list (Swarm request), please confirm; this defect will be closed.***

Hi Abhinav,

Actually VNX is follows keywordToSKill model and the catchall skill is GS: USD Hardware General HW. Also there are few other USD skills mapped to few keywords. Are these skills not expected to be in the list (Swarm request), please confirm.

Thanks,  
Lakshmi

Thanks All

I believe that this is the second mapping type issue that we’ve seen over the past few days.  Can we do a review of the mappings that were done, just to ensure that everything matched what was in the requested spreadsheet?

- james

^^^^^^^^^^^^^^^^^^^^^^^^^^^^^

***Queue Assignment Issue from Pega to SFDC | TASK2137336***

Hello Abhinav-

Could you please share the Layer 7 url  and provide us the credentials which are to be updated?

Thanks & Regards,

Karthika Purnima

1/31: need to unlock the profile. Pavan can take care of this.

Do we need to add a step into the deployment plan for this? Yes. Deb will ask Stuart to add this step. Pavan thinks this may already part of the plan. Pavan will also talk with Stuart about it. We will get another shot at testing this when we do the Mock into TEST01.

***^^^^^^^^^^^^^^^^^^^^^^***

***Feb Release -PBR - Manual assignment observation; watchlist***

Hi Lakshmi,

I do not think there is any issue with SFDC. In SFDC I see that the owner is still in routing Queue and We do not have any manual Assignment for this Service Request and there is no owner change. Please monitor this interface and let us know if it occurs again.

Regards,

Amit.

***RE: Pega ID issue in INT01; Amit investigating***

***1/31:***

1/31: seems to be a connection issue; may be due to the many teams who are working in the same set of environments. Amit is investigating and will report tomorrow.

Hi Deb,

Few mins back I had a chat with Amit on this issue and he confirmed that it’s not something they have changed recently. He will get in touch with Harshad to get more info on the Pega ID issue in INT01.

**-Abhinav Chaudhary**

**From:** Dubourdieu, Deborah   
**Sent:** Tuesday, January 30, 2018 8:47 PM  
**To:** Chaudhary, Abhinav <[Abhinav.Chaudhary2@emc.com](mailto:Abhinav.Chaudhary2@emc.com)>  
**Cc:** Bashkurti, Amant <[Amant.Bashkurti@emc.com](mailto:Amant.Bashkurti@emc.com)>; Duddu, Pavan <[pavan.duddu@emc.com](mailto:pavan.duddu@emc.com)>  
**Subject:** RE: Pega ID issue in INT01

HI Abhinav,

Mind not moving too fast today….now wondering:  how is it the case that this issue in DEV doesn’t affect us in TEST01 or PERF01? Is this something that only affects the features we are now working on for March?

Thanks,

Deb

This is in DEV so has no defect number; have a workaround.

Hi Harshad, Issue still persists. Create below 2 cases in INT01.

***Request#***0900475809004760

-Abhinav Chaudhary

1/29: Harshad and Naga are working on this.

***Observation: Two different SR’s being offered to same engineer at same time***

Lakshmi has not seen this since.

^^^^^^^^^^^^^^^^^^^

***153453: add Pega id to SFDC Manual agent assignment.***

Pega team (Lavanya) will test this out and will confirm that we have tested. Lakshmi will respond whether they have tested this out on her side.

***Contractor access to SFDC***

How are things going with getting contractors access to SFDC

1/22: Krishnan reached out to Schwetha. She was not aware of this issue. She does not know how to fix it. Amit will look into this issue.

1/24: no progress yet.

***Deployment plan***

February Release Demo-centric UAT Plan

|  |  |  |  |
| --- | --- | --- | --- |
| Resource | Action Item | Due Date | Comments/Status |
| Lavanya, Pavan | Create demo of PBR Connector | Week of Jan. 15 | 1/16: Plan is to show the report with at least 10 records of correct data. 1.) need data as created by Sampath 2.) Need to show existing report to Jay and Jerry to ensure that it passes muster as a representative listvew. 3.) Then can demo to BEN reps. Done. |
| Sampath, Lakshmi | Create a dozen SR’s with data of use to Lavanya for demo | 1/22 | Sampath will talk with Lavanya about what kind of data she should like to see. 1/22: done. |
| Lavanya | Get approval from Jay and Jerry that existing report is adequate proxy for BU-created Listviews | 1/23 | Meeting scheduled for 1/23. 1/23: Jay has approved. Done. |
| Owned by Srikiran | Stage ~~1~~ UAT Demo of PBR Connector;  This is really going to be Stage 2 because it is too late for making of changes in this release. Any changes that the business comes up with will be deal with in the normal defect model. | Jan 31; 11:00 AM IST | Need to push this out from Jan. 15 to Jan. 22 for time to collect data from Sampath to use in Demo.  Attendees: UAT Team: one WFM, one TSE, Jay and Jerry as optional; BEN reps (Nick is optional, usually does not attend  1/24: Srikiran got invitee list from Donna today. He will now proceed with scheduling for 30 or 31st. Srikiran: please include Lavanya and Pavan. Please invite James and Deb and Ajinkya as optional. BU’s listviews have maxed out the number of columns so they will have to switch out old columns in order to make room for the new ones./ 1/30: Lavanya will be sending email to Sampath requesting more data. 1/31: Lavanya has all that she needs. Post-meeting update: UAT demo guests approved. Srikiran will send to Nick for signoff. |

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February Release R&A Plan; schedule for making service available to BU’s

***Schedule for making service available to BU’s***

|  |  |  |
| --- | --- | --- |
| **Resource** | **Task** | **Date** |
| Other BU’s using Swarming |  |  |
| Nick | Continue to liaise with the leadership to encourage a prompt decision on when to move to swarming | Not earlier than 1/19, and possibly a week later. Now looking like much later.1/30: Ajinkya reports that Nick is having another meeting on 2/1. |
| R & A | Determine what training is needed for other BU’s currently using IMS and create training plan | Do we expect other groups than Midrange to use swarming starting Feb 24? If so, we have a lot of training to do.  Jan. 22: start development of training materials  Feb 5: start delivering training |
| Single-Path Model |  |  |
| SFDC | Remove all the flags | Sprint 25 per Abhinav Gupta (PBR Checkpoint Minutes of 12/15). On schedule. 1/16: Done. |
| AIC | Revamp the table that says what goes to PBR and what goes to IMS 1.0. (moving to the single path model) | Sprint 25 per Natali Padron (email). Farook has everything he needs to complete the AIC work that goes into Sprint 25. Experiencing a hold-up on single path model? Will start 1/10 and hopefully complete by 1/12. 1/16: done. |
| BDL | Remove the attribute from their side. PBR flag on the product. Does this get pulled into BDL today? | 12/19: Keith talks with the BDL team so he has kindly agreed to take on this action item. 1.) is it in there? 2.) can they take it out in March? 1/9: no progress. 1/16: done. |
| Lakshmi and Amit | Unity has multiple skills per BU; figure out what analysis or testing is required | Being tracked as an Action Item. 1/11: this is now part of the QA FT plan. 1/16: will be completed by 1/18. 1/23: overall PBR scripts 35% complete. Test specific to Unity cannot be pulled out separately. So far so good. 1/29: Lakshmi confirms that they have run these test and it is working fine. Done. |
| R & A | Implement Training Plan | 2/5 – 2/24; R&A has training for both the “push model” and the “pull model.” Training has been reviewed with James and Jay. |
| IT | Deploy Swarm and Single-Path Model | 2/24 |

February Release UAT Plan

February Release Mock Deployment, LOP and Cross-product Dependencies

***Deployment plan***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| % Complete | Task Name | Duration | Start | Finish | Resource Names | Status |
| **59%** | **Deployment Schedule for February PBR Release** | **35 days** | **1/9/18** | **2/24/18** |  |  |
| 100% | Create RFC | 5 days | 1/15/18 | 1/19/18 | Stuart M. | Done unless CAB asks for changes. Has been approved by Vish. |
| 90% | Final LOP completed; updated contacts and Backout Plan; needs more info from SFDC about their backout; Amit has not received this request. NSP update step added; include interlocks with SFDC and AIC; start times so Pavan can see when he has to work | 20 days | 1/9/18 | 2/2/18 | Stuart M. | Is Devi being used? Stuart wants to use Pavan instead. Stuart will break the news to Pavan. 1/31: Pavan told Deb he will be available. Pavan wants to assign this to Abhinav C. and since this is new to Abhinav, Pavan will also be present. |
| 0% | Second Deployment into PERF01 if necessary; NSP update step will be added. ; this was last done on 1/29. NO fixes since then. | 1 day | 2/1/18 | 2/1/18 | Stuart M. | This may be pushed out to Friday. Pavan will validate PERF with TEST02 on Friday and determine whether anything is missing. Pavan wants to add a test case to verify that turning off of notifications took place. Validate that nothing is being sent from IMS. Pavan needs to talk with Girish and then give direction to Lakshmi on how to do this. Lakshmi can also check with her local team who is testing out NSP. |
|  | Deployment into Perf02 has been completed; don’t know if this included SFDC and AIC; Amit: this did not include SFDC; Amit wants clarification from Pavan in whether to deploy only the PBr code.Amit will deploy the entire package. Pavan and Deb will separately send email to Farook asking him to deploy into PERF02. |  |  |  |  |  |
| 0% | Formal Mock Deployment into TEST01; NSP step will be added | 1 day | 2/8/18 | 2/8/18 | Stuart M. | Amit, Schwetha and Farook have all agreed to this date. |
| 0% | Obtain CAB Approval | 1 day | 2/15/18 | 2/15/18 | Stuart M. |  |
| 0% | Early deployment of Layer 7 into PRD | 1 day | 2/21/18 | 2/21/18 | Stuart M. | Deal with that other Layer 7 issue that came up today. (update profile) |
| 0% | Pre-deployment team meetings | 10 days | 2/12/18 | 2/23/18 | Pavan,Stuart M. | Will be Pavan instead of Devi; Abhinav. |
| 0% | February Release Deployment | 1 day | 2/24/18 | 2/24/18 | Devi K. |  |

Stuart is meeting with reps of NSP and FSS to make sure that the deployments are coordinated and the dependencies are taken care of. Planning to give a high level joint LOP to Tom.

PBR, FSS, NSP; inside each of these will be the cutover steps pertaining to SFDC and AIC.

Looks like there will be more complex timing dependencies like December. Waiting for Sagar to come back with completed cutover plan. Looks like we will deploy in parallel. This means that Pega will be deploying at 1:30 Am EST. Pavan needs to be informed that he has been assigned to this.

Stuart will outline all these steps in an email for Deb and Tom. By end of week.

1/31/18Hi Sagar,

Regarding specifically the PBR Swarm SFDC and Pega dependencies in cutover.

I have met with Abhinav, Amit and Pavan on this. At a high level we have identified the following steps in cutover as strict dependencies..

**[SFDC/Pega]**

SFDC Data conversion activity - PBR SWARM cases, need new attributes to be loaded, Pega must be able to handle new attributes **–** Strict dependency on Pega PBR code

**[SFDC/Pega]**

SFDC OBM User presence change - Strict dependency on Pega PBR code

**[AIC/Pega]**

PBR Connector update, (need username password of service from AIC once deployed) Strict dependency on change from Pega decision updating table to accommodate)

Please share cutover plan once in final draft form so we can align Pega PBR deployment timings for the above.

Thanks,

Stuart

***Manual DDL – predictivenetworkevirtualization table***

The team stumbled over this Pega configuration change in their last deployment to a lower environment. It has the unfortunate attribute of a Pega query which is so long-running that the team finally had to cancel the query. Open issues:

* Pavan: research whether this change is required when we deploy to PROD
* 1/31: Amant this is may be a change made for Swarm Class. Case-to-pool. Database query that failed around this property.
* If so, figure out how to live with the long-running query.

Also Pavan needs to figure out why in PERF01 the certificate worked without the Pega hotfix.

Pavan compared the hotfixes in PERF on Monday. Several hotfixes related to skill connector service which are deployed in PERF. They were not in DEV. These additional hotfixes may have provided the mysterious fix to the certificate problem.

***Plan for Mock Deployment***

|  |  |  |
| --- | --- | --- |
| **Environment** | **Date** | **Comments** |
| TEST02 | Jan. 12 or 15 | However we can use this opportunity for testing out Deployment of Pega alone into TEST02. Done. |
| TEST01 | Around Feb 8 | This is possible per Deepa. She wants timeframe. Abhinav Gupta is using it through Jan. 19 (end of Hypercare for Jan release). Need Deepa to comment on this. 1/9: other groups will be in TEST01. Stuart thinks is a better idea to target PERF. This option has been pruned. 1/17: Deb will talk with Deepa about whether we can resume this option (because Pavan wants to go into PERF early). 1/22: it now appears that TEST01 is a valid option. Stuart would prefer to do Mock into TEST01 at a date closer to the actual deployment week of Feb. 5, like Feb.8.That date is okay with Amit. Stuart will check with Farook. 1/25: Farook is now on board. |
| PERF | * No Mock * 1/26 * 2/1 | Pavan is happy to deploy into PERF twice: once this week, so he can see how the certificate issue fares, and again later on when Deepa has approved the completion of FT. Completion of QA: 2/1. IST morning . Deployment into Perf 2/1 EST afternoon. Beginning of Perf would be 2/2.  Deb will reach out to Taran again to get written confirmation of this schedule. 1/24: Deb has worked out a new plan with Taran: 1/26 early deployment into PERF.  1/26: Pavan is all set for deployment into PERf. Will run the certificate test around 1:00 p.m. Stuart will lead. 2/1: final deployment into PERF. |

Futures: Road Map, TFS, controlled Support Strategy

***Controlled Support Strategy***

* Are the requirements completely understood? All written up in those toolkits?
* Pega side: do we completely understand what we need to implement?

1/23: Pavan: yes. Pavan will get back to Deb with implementation schedule. We are targeting to match up with Sprint 1 and end on 2/9.

1/26: Viji started working on this but needs update from Abhinav G. Need the name of the country. Is just country codes right now. Not being blocked. On schedule to complete dev and unit test by 2/9. Deb ; check that Abhinav g has an action item for this.

* AIC side: no work:
* SFDC side: presumably all planned for current sprint (sprint 1 1/29 – 2/9).

Where are we at with Bob Kindler’s fix?

So what I see is the records were all created on 2/13/2016 by SFDC Admin so it was a behind the scenes data Load by someone in the SFDC Admin login. The number is 858 it looks like and I am creating a script to handle the clean up. I will let you know once it is complete.

Bob

1/30: now cleaning up the data. Next coupld of days should be cleaned up. Then Amit can give the details to the Pega team.

SR severity consolidation coming. (add this to outplan and stories; not ready yet)

This might affect Pega so stay tuned.

|  |  |  |  |
| --- | --- | --- | --- |
| **Resource** | **Task** | **Date** | **Comments/status** |
| Lavanya | Enter the IMS Outplan as stories into the Olympus folder in TFS | 1/15 – 1/24 | 1/23: Lavanya has a few entered yesterday, will enter more today. Will also enter defects.  1/24: Progressing. Only another handful to enter.  1/26: All done with a handful of more recent additions yet to be added. |
| Lavanya, Jerry | Create the roadmap for the upcoming releases of IMS | 1/22 – 1/26 |  |
| Deb, Pavan, Amant | Get trained on TFS | 1/22-1/26 | Need to find resources to support this training. No good doc or recorded training exists. Have to learn by doing. |
| Deb, Pavan, Amant | Estimate story points  for stories than have been entered into TFS; assign stories to upcoming sprints  Important point is to be consistent in estimation of story points. Pavan thinks we will need to build up some history to get more accurate. Thinks we will need 2 or 3 sprints to get straight on estimation of points and the team velocity. | 1/29 – 2/9 | 1/26: Deb to schedule a grooming session next week for this team to review the stories: attendees: QA (entire team), Pavan, Jerry, james, Lavanya, Deb, rep from Perf if possible; DEV team; include SFDC and AIC for grooming sessions of stories that include their work.  May need several sessions since we are getting started with a big backlog. We can start next week.  Deb will work on pre-planning for this with Lavanya and Pavan and will start getting meetings scheduled. We will target 10 – 11 for one or two meetings next week.  Wondering whether Severity may need to be moved in. |
| Engineers not assigned to defect fixing in the February release or hypercare | Start building high priority items from the roadmap outside TFS; get trained on TFS | 1/22 | Already got Viji started on Controlled support Strategy. |
| Engineers not assigned to defect fixing or hypercare | Start using TFS for implementation | 2/12 |  |

***General***

Closed Action Items

|  |  |  |  |
| --- | --- | --- | --- |
| Resource | Action Item | Due Date | Comments/Status |
| Natali Padron | On-boarding BU’s: Schedule work for Task 3 above for sprint 24 or Sprint 25 | 12/15 | 12/12: Natali will get started on scheduling. Deb will remind her. 12/18: Natali is OOO this week. However she has kindly logged in to confirm that this will be in Sprint 25. Done. Closed. |
| Keith, James | Determine your preference: Option 1: Keep its name as Available Low Urgency Option 2: Change its name to Available Low Priority | 12/20 | 12/20: Keep this unchanged. Done. Closed. |
| Ajinkya | Share with team the list of current IMS users | 12/22 | Done. See attached. Closed. |
| Pavan | Share the BRD for PBR SWARM with Ajinkya | 12/20 | Done. Closed. |
| Amit | send Farook the documentation. About offline users message. Toolkit 153729 | 12/14 | 12/15: not yet sent. Arvind will remind Amit to send this to Farook. 12/19: No did not sent it yet. But not blocking Farook. Who has implemented and is now validating. Amit will send this documentation: today,12/19. 12/20: Farook states this was not sent. Farook and Abhinav G. will both talk to Amit about this  12/21: Amit did send this documentation. Need confirmation from Pega team if this is what they were expecting. Done Closed. See Pavan’s AI below. |
| Amit | Give a Pega ID to Pavan to validate reqmt. 153230 | 12/19 | 12/20: Abhinav G says this was done. But Pavan has received nothing. Abhinav G. will follow up. 12/21: he sent this and chdecked with Abhinav C . who says it is allworking find now. Done. Closed. |
| Abhinav | escalate this incident relating to Layer 7 | 12/19 | In Progress  12/21: Resolved. Closed. |
| Farook | Implement Message about Offline User in Sprint 24 (12/29)  Toolkit 153729 | 12/18 – 12/29 | 12/12: scheduled for Sprint 24. Awaiting the new column from SFDC for user status. And the OBM must be updated with this column. Once this info from SFDC is received, then can start development. Amit will try to provide this for 12/13. 12/13: Amit has the two fields available in INT01. So Farook can get started on development. Amit will send Farook the documentation. This is Farook’s side of the work. 12/20: DEV changes are completed. Dev validation pending. Are planning a working session with the interlock team tomorrow. Pavan requests Farook to reach out to Abhinav or other engineer to help perform validation from the Pega side. 1/2: Farook had a working session with Abhinav and identified issues. Fixed and deployed changes. So now it is working? Still having problems with second scenario. Logout of Service Cloud without changing status. What is the Pega impact? Is this a frequent event? Pavan: if system tried to find work for the engineer during two-minute window, will fail to find the engineer. Agreed that Keith should explain this to the business. Deb will create an action for Keith. This feature is now completed and operating as expected. Has not yet been moved to a test environment. Done. Closed. |
| Pavan | Respond to Amit’s documentation on user presence. send Farook the documentation. About offline users message. Toolkit 153729 | 12/22 | 1-2: Farook has all needed documentation. Closed. |
| Deb | Schedule meeting with Mike, Stuart, Pavan to discuss environment for testing | 1/2 | Scheduled for 1/3. Closed. |
| Deb | Schedule meeting of Tech Leads to discuss cross-product dependencies | 1/2 | The only available time for these folks is our checkpoint so we will repurpose the first 20 minutes tomorrow for this topic. Please arrive promptly at 9:00 AM EST: Farook, Amit, Pavan. Closed. |

|  |  |  |  |
| --- | --- | --- | --- |
| Lavanya | Can you please confirm if along with deterministic (ProductSkill, Keywordkill or DialHome) model skills, do we need to send site preferred language skills as part of the requirement? If yes then do we need to include English language or not? | Jan. 3 | 1/2: Lavanya will go back to the email. If need Jerry, might need more time.  1/3: This is completely clarified. Done Closed. |
| Lavanya | Review Sampath’s Swarm Scenarios | 1/2 | Done. Sampath is happy with the review. Done closed. |
| James | Review Sampath’s Swarm Scenarios | 1/2 | 1/3: done. Closed. |
| Lavanya | Please provide Sampath with FD/BRD or a deck  for the below 2 requirements –   * PBR connector (153246) * SLO scaling (153227 / 153264 / 152778) | 1/3 | 1/2: Lavanya notes that these docs don’t exist, but thanks to James there are some slides covering this material which she will share with Sampath..  1/3: done.  Sampath now has enough info to start designing tests. Closed. |
| Lavanya | Query around PBR Swarm Request and Urgency from Abhinav | 1/3 | 1-2: Lavanya received input from Jay. Still one open issue. Done. Closed. |
| Lavanya | Respond regarding descoping of 153045  153043  153278 | Jan. 3 | 1-2: Lavanya will look at these and report back tomorrow.. done. There were AIC toolkit items, need to be deferred. Closed. |
| Pavan | Create complete ruleset list for IMS | 1/3 | 1-4: Pavan has done this and emailed it to Devi. Done. Closed. |
| Abhinav, Amit | Confirm that time has been allocated in the current sprint for XIO onboarding. Here is the toolkit for XIO onboarding (OLD MODEL): 153437. | 1/3 | Amit will bring this to Abhinav’s attention. 1/3: do not have this as part of current sprint. Keith and Abhinav will get this into the sprint as at least two days of time reserved for this activity which is configuration in PROD. 1-4: Abhinav G has added this to the backlog. Just awaiting confirmation from the business that this should be executed. Done. Closed. |
| Deb, Lavanya, Stuart | Ask Lavanya to work with Stuart to target getting SWAT scripts done by 1/12 | 1/4 | 1-4: Yes, Lavanya can meet this date because planning to leverage the existing scripts. Don’t need to create additional scripts. Closed. |
| Deb, Abhinav G. | Find out whether SFDC code is getting regularly moved into TEST02 already. Put this on agenda for tomorrow’s checkpoint | 1/4 | 1-4 moving to INT01. Planning to migrate to TEST02 on Jan. 12. Abhinav will keep in mind that Stuart is targeting a full Mock Deployment into TEST02 on Jan. 12 or 15. Closed. |
| Deb, Pavan | Ask Pavan to help out Devi in thinking about where else there might be conflicts between IMS and FSS | 1/3 | Done. Pavan will think more broadly. Closed. |
| Abhinav Gupta | Ensure that any and all conflicts between SFDC and AIC are resolved well ahead of time so that the February deployment will run smoothly. | 1/12 | This is ongoing. Closed. |
| Srikiran | Find out what role Srikiran wants to play in SWAT for this release | 1/5 | 1-4 Denis will discuss with Deb. It looks like SWAT testing is not in the purview of Srikiran’s team. Srikiran will confine his work to UAT. Also Srikiran wants to take an SFDC-centric view of UAT, not a Pega-centric view. 1-4: Srikiran, Denis, Deb, Lavanya met. Srikiran will get back to us with his thoughts. This item tracked under ‘UAT plan” inline. Closed. |
| Deb, Ajinkya | Schedule a meeting for Monday of all parties to review all issues | TBD | Ajinkya notes he is looking for: 1.) When will XIO be onboarded so we have training done. Draft training materials are all ready now. May need a few new screen shots. Jan 12 is when SFDC will have screen shots available. 2.) Decision as to whether BUs not currently using swarming, are they going to use swarming? Only one group using swarming now. Nick Nickerson is driving the use-of-swarming issue. Jerry is driving the XIO issue. Ajinkya suggests bringing them in. James thinks scheduling a half hour meeting of all parties would be helpful. Deb will schedule for Monday. Done. Closed. |
| Lavanya | BRD for SLO Scaling | 1/8, 1/5 if possible | Pavan expressed interest in getting this doc completed. Lavanya commits to 1/8 but will try to beat that and get it done today 1/5. 1/8: done. Close.d |
| Deepa, Deb | Keep working on commitment to test out complete February CI release. Open items: Single Path Model and PBR Connector. | ~~12/21~~  1/8 | 12/18: Next meeting is 12/19. Done. Next contact will be email from Deepa resolving two open issues: one on 12/19, one on 12/21. 1/22: Email not sent. 1/4: Deepa will meet with Pavan to get more information on PBR Connector and Single Path Model. 1/5: this meeting did not occur on 1/4. Took place on 1/5. Deepa wants more details, has scheduled a follow-up meeting for 1/8, after which she will make firm commitment on these two items. 1/8: Post-meeting update: Deepa has committed both of the items. Resolved. Closed. |
| Keith | Explain to business and get confirmation that product operation is acceptable to business: For offline user, if system tried to find work for the engineer during two-minute window, will fail to find the engineer. | 1/5 | 1-4: in progress. Keith will try reaching out to Jay on this item, see if can get it resolved before Jerry returns. 1/5: have a call scheduled with Liisa and Lilith for this morning. 1/9: Keith has confirmed that this operation is acceptable to the business.. Done. Closed. |
| Natali Padron | Put all the AIC toolkit and dependency info into Tom Slater’s format. | TBD | Deb: work with Natali to make sure she is aware of this action item. AIC WR’s are usually tied to toolkits. 1/10: Natali has accepted. Closed. |
| Lavanya | Update BRD to show: Revamp the table that says what goes to PBR and what goes to IMS 1.0. (moving to the single path model) | 1-4 if possible | This will be shared with Farook. Please also share this with Deepa who is looking for more details on this.  1/5: Lavanya has sent this to Farook. Farook wants more clarification and has been speaking with Lavanya and will continue to follow up with her. 1/9: Farook did discuss with Lavanya. Open issue: DSE, how to handle. Amit sent out some minutes. Closed. |
| Jerry (Lavanya to drive?) | Tell us if any additional products need to be mapped to BU’s. | 1/9 | Jerry OOO, back on 1/8. 1/10: Jerry has determined there is nothing more to map for February. Closed. |
| Lavanya | Clarify NCC Scaling requirements | ASAP | This is blocking SLO scaling. 1/9: Pavan and Lavanya discussed. Thinks will use old model for NCC per Jay. Values off that. Changes not coming in for Feb. will use new model for SLO only. Done. Closed. |
| Lavanya, James | Develop new UAT Model | Jan. 12 | Lavany will meet with james this afternoon on this. Done. This model has been shared with Denis and Srikiran and has been accepted. Done. Closed. |
| Deb, Deepa | Find out what use Deepa has in mind for TEST01; is she willing to leave it alone until Stuart is ready for formal Mock Deployment? | 1/5 meeting has been scheduled | 1/5: Meeting occurred. Deepa will consider the issues and get back to the team on 1/8. 1/8: Deepa is willing to let TEST01 be used for IMS Mock. She has one more group to check out. She would like a proposed timeframe from Stuart. 1/9: other groups need TEST01. Stuart prefers to prune this option. Closed. |
| Lakshmi, Amit | Testing out product with multiple BU’s | 12/15 | Unity product has multiple BU’s which in theory would not be tested by the Avemar single BU model. One piece of code has never been used. 12/20: Let’s figure out what needs to be tested. 12/21: the code which hasn’t been used is: the logic that is concerned with multiple BU’s. Lakshmi is taking this on. She will work with Amant to figure out a test script for this scenario.  1/2: Lakshmi has not started. She will start today. Amant says we need to onboard a multi-BU product and run a regular test script on it and make sure that the eligible people get the work. Lavanya: Example: VNX Unity umbrella. Lakshmi just needs to find a couple of engineers who span the multiple BU’s. Next Step: If Lakshmi has any questions, just contact Lavanya. To enable a BU without total onboarding is not a lot of work; need an SFDC engineer. So the testing requires an SFDC person to enable and then disable the selected BU. Amit will support Lakshmi. Lakshmi will drive this issue. 1/3: progress being made. 1-4: Still in progress 1/5: still in progress. Sampath will get status this morning and update Deb. 1/9: VNX unity umbrella. Sampath connected with Amit to understand single path model. Decided that test strategy for this release: focus all scripts for VNX Unity. Sampath will get status on this. 1/11: have updated the scripts accordingly, these scripts are now completed. Now only need to execute them. Will start with this on Monday as part of the comprehensive QA FT plan. Closed. |
| Lavanya | Read the SLO scaling thread and discuss with Pavan | 1/10 | Done. Closed. |
| Lavany | Pavan and Lavanya will take this offline to work out the details. And please update FArook by tomorrow morning IST so he can get it done correctly. Lavanya will send Farook an updated BRD/or document explaining all this in the correct level of detail so that Farook can implement. | 1/10 | 1/11: We did this in real time in today’s meeting. Closed. |
| Stuart | Plan which environment to use for Mock Deployment of February Release | 1/8 | 1/8: Since Deepa now wants the code on the morning of 1/15 IST, our best use of TEST02 is to try out the deployment of Pega only. Mock will be in either TEST01 (date TBD) or PERF: Taran wants it by 1/26. 1/11: We will plan for Mock on 1/25. Taran has approved this plan. Closed. |
| Pavan | Talk with Taran about early performance testing of Swarm | TBD | 1/5: Pavan reviewed and sees no cause for concern with which Taran agrees. Pavan requested a soak test which Taran will do if time permits. 1/9: is looking pretty good. Pavan still wants to review the soak test. 1/11: Pavan says that overall performance looks good. This early look at swarm tells us we do not have any big performance problems. Closed. |
| Keith | BDL: PBR flag on the product. Does this get pulled into BDL today? If so, plan to remove the attribute from their side after Feb.24. | 1/5 | 12/20: Keith has sent an email to them. 12/21: No response yet. 1-4: no response. 1/16: BDL has completed this (jumped the gun!) James states that this will have no end user impact since they are not reporting on the affected field now anyway. Closed. |
| Farook | Certificate issue: detailed debugging log, send email to Elangovan PR and will ping him to remind him. | 1/11 | Done. Closed. |
| Farook | all the non-PROD URLS for the new service, both https and http. Farook needs some access before he can do this. He will do that. | 1/11 | Done. Closed. |
| Lavany, James | Review Deb’s memo on New UAT model | 1/15 | Today!!! Thanks! 1/16: Done. Closed. |
| Lavanya, Pavan | Create demo of PBR Connector | Week of Jan. 15 | Lavanya and Pavan will synch up today 1/15 and figure out the best way to do the demo. 1/16: Plan is to show the Existing report with at least 10 records of correct data. 1.) need data as created by Sampath; by when? 2.) Need to show report to Jay and Jerry to ensure that it passes muster as a representative listvew. 3.) Then can demo to BEN reps. Closed. |
| Deb | Consider scheduling a meeting with Jay about his action item, so that we all stay in synch regarding adding Contract field | Target Week of Jan. 22 | Agenda: 1.) Process group work on use of contract field. 2.) Review report from PBR Connector 3.) show Jay progress on single-path model and support of manual SR management. 4.) Discuss overall roadmap goals and how Nick is doing on bringing other BU’s along. 1/17: this will all occur on 1/24, meeting scheduled by Lavanya. Closed. |
| Deb, Abhinav G. | Negotiate XIO item for Sprint 26 | 1/18 | Abhinav will talk with Sagar about moving this into the Celtics team because Europa cannot do Quick Hits. 1/17: Abhinav informed Celtic team who is ready to take it. Deadline is 1/24 to tell them to include this. Deb will convey this to Jerry. Done. Closed. |
| Stuart | RFC for February PBR | 1/19 | Done. Closed. |
| Stuart | Train engineers on how to upload code to TFS | 1/16 | 1/9: Still working on getting groups in AD. 1/11: AD groups have now been created. Stuart will do this training early next week. He will hold training even if access not completely granted. 1/19: training was done yesterday. Closed. |
| Devi K. | Create complete ruleset list for FSS | 1/4 | 1-4 Pavan has not yet reviewed Devi’s mailing for completeness. Open. 1/5: still in progress. Last sprint for FSS is Sprint 25 which closes on 1/12. 1/19: Done. Closed. |
| Pavan, Devi | Compare ruleset list and find any conflicts. Think about what other items may lead to conflicts between FSS and IMS. Of which there may be others. | 1/5 | 1-4 Pavan will drive this and schedule meetings with Devi as needed to get this completed. 1/8: need to reschedule his meeting with Devi. Maybe Amant can help out with this. 1/9: Devi did not show up for a scheduled meeting. Pavan will reach out to Devi today. 1/11: no progress. Devi appears to be OOO.  1/15: no progress. 1/16: Pavan will reach out to Devi today. 1/17: \*today\* for sure!!! 1/18: MLS new attribute change needs to be understood.  1/19: done. Closed. |
| Lavanya | Investigate mapping of “blank” BU to “any” | 1/19 | 1/22: Abhinav made changes per Lavanya’s memo. This has been done. Closed. |
| Stuart, Pavan | Figure out how to package the VNX Wipro quick hit | 1/18 | Done. Closed. |
| Abhinav Gupta | Put all the SFDC toolkit and dependency info into Tom Slater’s format. | 1/18 | Abhinav will do by 1/18. 1/22: Missing the common Development Objects. Abhinav will add this and re-send. 1/23. Done. Closed. |
| Lavanya | Review Srikiran’s SFDC requirements to determine if these are covered by the PBR Demo-centric UAT Model | 1/23 | Done. Srikiran accepts Lavanya’s review, these are covered by the demo. Closed. |
| Deb, Stuart | Meet with Deepa and Taran to consider how to get early deployment into PERF and also get a valid formal Mock | 1/22 | Met. Meeting minutes sent. Taran wants more details from Pavan. Awaiting further input from Deepa. 1/22: Deb has scheduled a follow-up meeting for today. Done. Closed. |
| Deb | Send out draft Hypercare plan | 1/23 | Done. Closed. |
| Pavan | contact Girish to figure out what has been left undone re rollback of externalize the active engineers table | 1/22 | 1/23: Devi confirmed that the rollback was completed in all environments. Closed. |
| Sampath, Lakshmi | Create a dozen SR’s with data of use to Lavanya | 1/22 | Sampath will talk with Lavanya about what kind of data she should like to see. Sampath will get this done \*today\*. 1/23: Sampath delivered! Closed. |
| Abhinav/Pavan | Get Wipro changes into TEST02 | 1/22 | Done. Closed. |
| Lavanya | ***PBR Connectors - Expected fields on the UI***  Can you please share the report for reference. Also please let us know steps to create a report for the same. | 1/22 | 1/22: Lavanya and Sampath will have a call today to discuss.  1/24: they had a meeting about this yesterday. Sampth is now all set with how to test the report. Closed. |
| Jerry, XIO | Schedule meeting with Joanne Keillor; get agreements | ASAP | ASAP; schedule the meeting on 1/8 to take place prior to 1/12. Now scheduled for 1/23. 1/23: XIO will \*not\* be onboarding early. Closed. |
| Pavan | See that fix is done for VNX: New requirements from Jerry have been written up by Lavanya. | 1/23 | * Abhinav will make changes as specified, by 1/23. * Done and deployed into TEST01 on 1/22. * Deepa’s team has completed testing 1/23, * Quick Hit will be deployed on 1/26.   This item tracked in schedule inline. Closed. |
| Amit | Add display of Priority and Skill fields per Lavanya’s model | ASAP | 1/25: done. Closed. |
| Taran | Get back to PBR team with firm date for our deployment into PERF | 1/23 | New plan: we will do the early deployment to PERF on 1/26 and a second deployment 2/1. Closed. |
| Stuart | Get confirmation from Dave Silva (SFDC) that we may use TEST01 for Mock; he hasn’t yet deployed into there; he isn’t using it himself; he is available for Mock week of Feb. 5 | 1/23 | 1/23: Stuart sent email to Dave and Swetha; no response yet. 1/25; both responded affirmatively. Closed. |
| Lavanya | Add “Contract Type” to the list of stories for prioritization in Roadmap | Jan. 15 | In progress. 1/22: Lavanya having problems with her keyboard. Hopes to add these stories to TFS today. Closed. |
| Deb, Pavan, Amant | Get trained on TFS | 1/22-1/26 | Try to find some resources for the three of us. James suggests giving them the tool and learn by doing. James will look around for documentation. 1/26: There is no useful documentation. We will have to learn by doing. Closed. |
| Pavan | Give Deb the timetable for completion of Controlled Support Strategy | 1/25 | Will complete Dev and Unit test by 2/9. Closed. |
| Deb | Get Pavan and Amant access to TFS | 1/19 | Unless Stuart does this first??? 1/19: Deb submitted access request today for Pavan, Amant, Deb. 1/22: Pavan also submitted a request.  1/26: Access confirmed for: Deb; Pavan: yes. Amant: yes. Done. Closed. |
| Deb | Schedule grooming sessions | Week of Jan. 29 | 10-11 AM EST. done. Closed. |
| Stuart | Get confirmation from Farook(AIC) that we may use TEST01 for Mock; he hasn’t yet deployed into there; he isn’t using it himself; he is available for Mock week of Feb. 5 | 1/23 | needs to contact Farook \*today\* 1/30> Farook on board. Closed. |
| Lavanya | Prioritize stories (at least top half); note which require SFDC or AIC | 1/29 | Need for tomorrow. 1/29: Lavanya will meet with Jerry today to make sure all stories are there including the Outplan. It is in TFS. Deb will set up meeting with Lavanya to learn how to read priority in TFs. Done. Closed. |
| Stuart | Set a firm date for formal Mock Deployment into TEST01 | 1/25 | Targeting Feb. 8. Done. Closed. |