

EM&M CM Team Charter

Background

This team started as the Configuration Management (CM) of the Neptune organization over 10 years ago. The Methodologies employed at that time and still used today include, CM, Capability Maturity Model Integration (CMMI), the Software Engineering Institute (SEI) at Carnegie Mellon University, and reference to the Institute of Electrical and Electronics Engineers (IEEE) Computer Society. Since that time, the organization title changed from Neptune to Converged Event Management Platform (CEMP). The group name is currently Event Management & Mediation (EM&M).

Mission and Objectives

The CM is a Service Team to the EM&M organization. Primarily they:

- Coordinate EM&M tool usage with the EM&M towers,
- Define tool process and procedures the EM&M towers execute,
- Coordinate and contribute to Automation for these process and procedures as the towers execute them,
- Establish and execute audit procedures supporting management with metrics.

The team is a process champion for project team collaboration and workflow management. They Establish and maintain CM repositories Change data stores, and processes to define and manage deployments to patches and baselines. They are a Communication Bridge for Architect, Project Management, System Analyst, Development, and Quality Assurance personnel.

The CM team promotes project and product visibility via DevOps and Continuous Integration (CI)/Continuous Delivery (CD) concepts.

The CM team provides and promotes best development practices for EM&M with a [CM Plan](#). The five primary objectives are:

1. CM Planning and Management
2. Configuration Identification
3. Configuration Control
4. Configuration Status Accounting
5. Configuration Verification and Audit

The CM team identifies, promotes, and supports tools for best DevOps practices and automation.

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Budget and Resources

[PP4896](#) – SE program for EM&M

[PFG125980](#) - EM&M Operations and Team Support 2018

[PF181703](#) - Operational request & support 2018

[PFG125981](#) - Tools standardization and Automation 2018

[PF181693](#) – Tool Standardization and Automation 2018

Charging Time 50/50 between CapEX OppEx.

Reference [dx SFDC Timesheet Entry for 2018](#) for details

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Roles and Responsibilities

The CM Team maintains and supports the following elements:

- [EM&M CM System Website](#)
- EM&M Configuration Management [Context Diagram](#) webpage – A high-level view of the roles, tools and procedures for Best Practices.
- [On-Boarding](#) documentation to introduce EM&M to new resources
- The [Team Tools](#) webpage exists to address the EM&M CM team objectives and support the EM&M organization as a whole. It exists to keep collaboration efficient.
- [EM&M Version Management Organizations](#) in the [Comcast Enterprise GitHub System](#).
- EM&M [ULA CADA](#) and [Production CADA](#) tables
- JIRA projects [CEMPCM](#) for EM&M Change Delivery and [CEMPBAU](#) for EM&M Production release tickets and CM team task tracking.
 - Monitor/Audit via [CM Board](#) (TKTS JIRA Dashboard for CEMPCM and CEMPBAU projects)
- [EM&M CM Wiki](#)
 - Primary reference for EM&M CM System Website
- [ITRC](#) Components:
- [EMM Build System](#)
 - [EMM Deployment](#)
 - [EMM Versioning System](#)
- GoCD Systems:
 - [Documentation](#)
 - [ClickStream](#)
 - [Cross-Functional](#)
 - [Data](#)
 - [Prepaid](#)
 - [Video](#)
 - [Voice](#)
- [EM&M Artifactory](#)

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Team Operations

CM Team members' intake management for tasks include the following elements:

- Company email/calendar
 - **NOTE:** When scheduling not work time, i.e., Doctor appointments, vacation, etc., use the "Open" not the default "Busy" option in the "Show As" Outlook Calendar *Appointment* tab.
- Company slack channels
- WebEx
 - Used for CM conducted meetings. [Team Instructions](#)
- Meeting Action Items
 - For CM conducted meetings, CM tracks Action Item (AI) assignments as CEMPBAU tickets.
- Document and Maintain [CM Plan](#)
 - CM Team Develops with collaboration, EM&M Standards, Policies, & Process
 - Provides initial access and configurations to tools
 - Create, develop, and execute new and changed processes
 - Transfer EM&M approved process initially executed by CM team to Towers
 - EM&M Towers executes based on standards
 - Evaluate, test, and execute CM process
 - Provide recommendations to the CM Team
- [Best Practice for Change Delivery](#) - [EM&M Concepts & Goals](#)
 - Periodically reviewed and updated
 - Socialized with development teams for improvement and agreement
 - Used as selection criteria for new tools and concepts
- Tool training and support
 - The CM team promotes:
 - Introduction and acquisition by development teams
 - Standardization with EM&M Concepts and Goals
 - Identification and reference using [Team Tools](#) page.
- Questions and discussions from EM&M organization members
 - Provide references or identify and track task to deal with any points
- EM&M Production Releases:
 - [Weekly Deployment Procedure](#)
 - [JIRA CEMPBAU Project Release Tickets](#)
 - Open tickets represent scheduled releases not yet completed
 - Other non-release tickets are CM Tasks oriented
 - National Change Management CM tickets/SMOP JIRA CEMPCM EM&M Project Current Deployment Tickets:
 - [In Work](#)
 - [Outstanding](#)
 - [Emergency](#)

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- [Release Testing](#)
- [Certified](#)
- [Churn Rate](#)
- [Completed](#)
- [Deployment Workflow](#)
 - Maintained by CM (New Dx flow being introduced)
 - Development Deployment Metrics (on [Team Tools](#) webpage)
 - Rally User Story references in JIRA Project Deployment Tickets
 - GitHub Records
 - Managed by CM for Metrics/Reporting
 - Need Outstanding Spike [US1182302](#) completed
 - [GitHub EM&M Organization Access](#)

The following steps manage EM&M CM tasks to completion:

1. If the perceived task effort is, less than 15 minutes or needs to be captured quickly:
 - Task is added to the [CM Task Template](#)
 - CM Task Template copied daily to CM Wiki [Blog](#)
 - Elements and bullet points:
 - Removed when completed and included on at least one daily blog.
 - Removed when transferred to User Stories and/or tasks.
2. If the perceived task effort is more than 15 minutes
 - User Stories are created for [Kanban board](#) or tasks are added to existing User Stories
 - If BAU:
 - Task tickets can be opened on current monthly BAU User Story
 - EMM staff can open JIRA CEMPBAU tickets for CM Tasks
 - Team goal 40 hours BAU and 40 hours project work weekly. Provided both resources are available 40 hours per week.
3. If task is Release Management oriented,
 - Tasks are added to current Monthly Release User Story

Notes:

1. At the task level, individual CM team members own tasks.
2. Task records contain task details with references to CM Team elements affected.
3. The CM Wiki and EM&M CM System Website contain procedures for task support.
 - a. These procedures are created and adjusted with tasks

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Team Member Assessment

Completion of Annual Comcast Mandatory Training (8 Courses for 2018 by 06/30/2018)

- Check [MyLearning Platform](#) to track current Mandatory Training requirements
 - Recommend using Chrome browser version 65 or later
 - Recommend Getting Started with myLearning (course s/be under assigned) and or I-9 Job aid [Getting Started with myLearning](#)
 - 2018 Mandatory Training:

Records Management	Gifts and Business Entertainment
Privacy and Information Security	Comcast Listens
Preventing Workplace Violence	2018 Conflicts of Interest Questionnaire
Maintaining a Harassment-Free Workplace	2018 Code of Conduct/Handbook Acknowledgment

Metrics Reporting Ideas:

- Each team member reports hours in Rally tasks each week.
 - This will be transferring to New Dx JIRA Instance
- Weekly report on Completed CEMPBAU tickets.
- Description Field of Production Deployment tickets:
 - Weekly Deployment Reports table
 - Annual Reports table
- GitHub Network report of repos with more than 4? branches
 - Should help with Post-Prod Deploy Closeout proc EM&M Tower hand-off
 - Requires Python Spike (restful API) (US118230)

References:

- <https://redbooth.com/blog/7-components-of-an-actionable-team-charter>
- <http://www.teamcoachingzone.com/>

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Vision Outline for End of 2018:

1. All tools used and evaluated by EM&M for Planning, Version Management, Auditing, and conformance to Automation Standards listed on the [EM&M CM Context Diagram](#).
 - a. All tools used referenced to the [EM&M CM Context Diagram](#) and the [EM&M CM System Website](#) with EM&M process and procedure documentation.
 - b. Tracked and monitor EM&M tool usage with metrics.
2. Support EM&M Management with Metrics for Management Decision details.
3. Utilize the EM&M Architecture meetings for presenting EM&M Tool usage updates.