(Follow Up) Change Management Discussion

Monday, April 26, 2021

9:31 AM

Attendees: Seun Mafi, Ashish Joshi, Michael Bavasso, Barbara Bray, Ann Mazzuchelli, Dan Benner, Daniel Rodrigues, Bill Mullins, Jeanne Willis, Dewangi Jadeja, Padmalatha Ajit, Sarah Kubiak.

**Barbara** is the product manager for SImpleDose. Responsible to speaking with the project stake holders. Create the vision and the road map for the application.

**Michael**: One of our questions was in response to defect management. What are the process in place to correct defect? How does the process work?

**Ann**: SDA has two test teams, One is following the **Agile process** They use **Rally**. The other team uses the water fall approach. They use team track. In a little under two months, we will have one team under the **agile framework**.

The **water fall process** works like TPMs and VCS (Vaccine clinic schedule). It is written up in team track. Testing done on a daily phase. Defects worked on. We just started testing. This is our second week for phase 2.0. Phase 1.1 was a minor release. 1.2 was also a minor release. Every defect is written in team track. Analyzed by the test team.

**For rally**, As the code is given to the test team, if they find any test issues, the DEV team will look at it immediately when they can maybe same day or the next day. RCA are added to those as well, and the test team uses the RCA.

For the agile process, we aren't pushing into production. This is before production.

**Bill**: All bugs are found before production mostly.

**Ann**: We are towards the end of our testing, We analyze the defects and the severity. Closer to the time we go live. We prioritize to know if we can go into the Live environment. We found some in phase 1 that didn’t get fixed until phase 2.

**Michae**l: You suppose other teams aside SImpleDose?

**Ann**: Yes, they support other digital team during the Pis. We support the implementation process.

**Michael**: Do you have a program or flow doc that explains what you do step by step?

**Sarah**: Thinking from a testing perspective. Is there a system trace for defects?

**Ann**: Yes, in team track. We will give you access to Rally and how to run the report. Do you have access to Team Track?

**Michael**: I do not believe that.

**Bill:** Would be better for one of our folks to run the report and send to us.

**Ann:** All we need is your NTID, actually scrap that.

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This was a document you sent upon our request. Can you explain what this is?

**Padma:** Part of change management. What the steps are during deployment. This is Our ITOT document (Installation document) A checklist during implementation. What team is going to work on this. What resource are tied to each team to work on this. On the top, who the resources are, the duration it takes. An estimate of how long these would take. Validation by the business team. They do the validation and make sure everything is good. If there is an issues, we resolve within that time frame.

**Michael**: Does this change if the times are off? Any member of the team that takes action. Is it fixed, or does it reflect actual timeframe of the implementation.

**Padma**: If we say, this is an estimation of time. For some reason, there is a delay, it might delay. But this is a tentative timeline, We don’t change this ITOT document.

**Bill:** If we notice a delay, we set up an arrangement. We don’t change up this document.

**Michael:** Shows this document is static and not dynamic.

**Padma:** Making sure the timeline are being monitored. If the business needs to do validation and support. We also have a WebEx and email thread going. So all the players are involved. For an example, an admin might be supporting multiple processes.

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Padma: These are print screens. It has the timeline of when certain things happen in the application. Essentially a change ticket for what happens within SimpleDose. Believe this is for phase 1.2

**Michael:** We will have a follow up call to go over vulnerability management.