Change Management Walkthrough

Wednesday, June 30, 2021

**Attendees**

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Host me 
Aerozona Obiadazie 
David Dessommes 
Gopi Tanguturi 
O Jason Nazare 
O Mike Fritz 
O Moriah Striegel 
Olivia Lawson 
O Saurabh Dilip Saxena 
O Sol Vazquez 
O Tyrell Jarrett 

**Location: WebEx**

**AGENDA**

Walkthrough us through change management process.

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After PI session are done. We are tracking items for different teams. During product meeting, review items with product management. If they are accepted, it is taken into PI planning.

**Is there a timeframe to address changes?**

Every quarter. Planning for PI 3 is coming up. If accepted by leadership, and production management team. It is taken into current PI. If not accepted, it affects timeline. Then pushed to next PI.

**Any affect to timeline?**

This is a brand-new process. Ensure we are meeting expectation. Right now, things like emergency fixes. Only address things with scope and schedule. We meet with business partners every week. Next steps. The process is evolving.

**Emergency fixes?**

We had fixes, which followed our normal change process. We went through defect management, Triage and set for normal release.

It is all documented in Rally. Oliva (Intern) will put the information together - How they identified and prioritize.

**What manages changes, SOD?**

Govi (POC) is responsible that all changes are discussed. On a weekly basis?

**Defect management?**

They have QA lead.

**UAT test?**

Yes, there is a preprod environment. Only the business user, Business stakeholder have access.

**Anything with your google platform?**

CDR in the cloud, any changes, security etc, we own from a CDR perspective. Any update to the platform. We have not talked about how we address these changes.

GCP adopts backward compatibility. It is up to us to upgrade to the current solution. There are security updates that come with urgency. Those are highlighted by our architects. Some changes google make on behalf of clients, some are option. It is up to us to decide. The cloud infrastructure team - within CVS.

**Who's testing security updates before moving to environment?**

All of that is handled in the pre-prod environment. When it comes to security. It is automatically applied. It is handled centrally by CVS, handled on our behalf.

**What is the process of the implementation?**

Follow up with the infrastructure team. Follow up with the team?

**You mention Rally? Is that a tool to track changes?**

Rally is used for overall story and defect management. Work management tool. Features and stories of our work. When we move into prod. It is documented in Rally. We don't close until it is in a final state. All defects tracked in rally.

Show us a walkthrough in Rally? **Oliva (Intern)** will do a follow up with **Betta** (On-shore), who is our QA lead.

**Remediation Process?**

We are still in the infant state. Only about 5 or 6 minor defect. We have daily stand ups when these things are brough to the team. They don't leave on the least long.

Stand up - Address immediately (High frequencies)

**Betta** - she will do the walkthrough on the defects. **Olivia**, will capture the daily standup and escalation process.

**Where are we in Life cycle?**

We got the environment in Dec/Jan. First deployment in April. No consumer. Remediated any defected. Remediated all the defects. Fire store is where all the data is for consumption. We wiped out all the data, and fixed all the defect. Since we did not have any consumer. Started 10 percent and throttle up. We just got that there are 100% of the data. We are few weeks of our first consumer (June) went on 10% throttle, and last week at 100% throttle. From the firestone. been added. We are about to go on the next P1, July, August, November.

**Can you provide us with information on that?**

Yes we can supply that.

**Changes track?**

Manually.

We are in the process of automated code and moving it from environment to environment. But from a leadership process. It will be manual. Testing would be some automated (from regression perspective) as we progress we are working to have test automated.

**Back log? Tracked in Rally?**

Backlog, we know about. Going into PI 1 and 2. There are backlogs we haven't tracked features for. Everything we done this year will be in Rally and our projected timeline.

We like to think of Rally, as ready to be estimated. So moves form Excel into Rally. Once we get serious about taking it on, then it gets moved.

Would like to know if there is a role back process in places if changes into prod doesn’t go successfully?

We have installed Deleted logic (Number 4) on the tracker. We identified that we did have a way to bring back data or remove it should it not go successfully. It will not be employed with leadership approval. It is called (Delete Logic) if it cannot be consumed on the firestore. Some function to clear data without removing the firestore.

Our first release, when we loaded historical data and immunization data. When loaded, before we had pre-prod environment. During business acceptance testing. We found information in firestore that should not be there. It was missing. In order to fix that before having a consumer. We removed the data from the firestore. There were some fixes in the Dev environment before the data was moved back into production. We had business acceptance testing. We realize we needed a pre-prod environment. To see how data will look like before production. And also delete logic. Both of those items have been remediated, prior to next release.

It is in Rally. - **Oliva (Intern)** will need to bring forward to the stories related to delete logic and pre-prod environment setup.

Currently we are embedded in the EDP project.

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**Can you give read only access?** Asked by Jason

Yes, we can.

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**Emergency change?**

We will follow a change process. Management will be involved. A product owner from EDP, from CDR and we will follow the change control process. Meaning we will have approval before implemented.

If anything pops, we will have to look at the best action to follow.

**Anything we documenting changes?**

We can definitely pull that together. This platform is very different from other platforms. It's more about emergency data etc.

We will outline the process.

Rally walkthrough and infrastructure walkthrough will be scheduled possibly after the CIAR walkthrough on July 6th after the holidays.