**Bizops** provides direct solution support automation and tools

Utilizes agile methodology to enhance and maintain tools

Four main pillars

Request – Plan – Do - Deliver

1. Request
   * M5 solution portal also known as MSRP
     + Report bugs
     + Request enhancements
     + View request status
     + New project request
2. Plan
   * Itrack
     + Plan sprints
     + Log work
     + Share work
3. Do
   * CodeCloud/Bitbucket
     + Version control
     + Code
     + Manage
     + Collaborate
4. Deliver
   * Jenkins
     + Production
     + Automated testing
     + Automated communication

[DevOps](https://theagileadmin.com/what-is-devops/) is the practice of operations and development engineers participating together in the entire service lifecycle, from design through the development process to production support.

[DevOps](https://en.wikipedia.org/wiki/DevOps) (a clipped compound of "development" and "operations") is a software engineering culture and practice that aims at unifying software development (Dev) and software operation (Ops). The main characteristic of the DevOps movement is to strongly advocate automation and monitoring at all steps of software construction, from integration, testing, releasing to deployment and infrastructure management. DevOps aims at shorter development cycles, increased deployment frequency, more dependable releases, in close alignment with business objectives.

**SASHA** - A workflow engine that promises to transform how service assurance works and move towards effortless customer experience. A guided workflow.

**Video = A day in the life of a ticket**

AOTS, BMP, WFA -these are the ticketing systems

AOTS is primarily used for manage services tickets like AVPN, EVPN MRS MIS and strategic services like ethernet.

BMP is for transport services like Legacy T transport services.

WFA is for transport services such as 21-state Legacy S and B services.

**AT&T Flexware** helps simplify and accelerate

Now proprietary hardware runs as a software on universal device helping you dramatically speed up and transform how you build and scale your network., its modular and scales with your needs. Allowing you to mix and match from a wide range of applications based on different needs you have at each of your locations. You can manage and update your network faster.

Agile – quick and well-coordinated

**What can SDN(software defined network) and NFV(network function virtualization) can do**

Today AT&T best in class global network is reaching new level of agility security and reliability through cutting edge advancements of SDN and NFV. When you need to scale capacity, perform technology refreshes or secure sites. You deliver service faster and in a way easier.

The new SDN is programmable and highly automable. At its core is a proven MPLS network which has new virtualized global control layer that performs network and security management. It works by moving network intelligence from the underling physical infrastructure into centralized software based controllers so administrators can quickly and easily add, scale and change network services.

The SDN controllers watch network. There are applications that run on redundant geographically distributed servers. They orchestrate changes across devices locations and services. The controllers can monitor traffic before it reaches customer premises to enforce security and maintain reliability. In case of spikes in traffic or attacks (denial of service) they can transfer network functions to other locations and increase capacity before service degrades.

NFV brings the power of the cloud and advantages of virtualizations to wide area networking. Now functions once tied to dedicated proprietary appliances such as routers, firewalls, load balancers are performed by software’s that run on industry standard servers. You no longer need to purchase stacks of specialized hardware because you can deploy in control NF’s with software by streamlining vendor management and operations. NFV may reduce your total cost of ownership. NFV enhances security just as SDN does for controllers. Should a virus attack NFV, because it is running in a segregated virtual machine it can be identified, quarantined and replaced seamlessly in near real time. That’s cutting-edge security and reliability. DSN and NFV together they create highly secured and agile network so you can quickly and easily adapt your network architecture to meet your evolving needs.

**Email Extraction** is a Django service that consumes a customer's e-mail and parses it into a support request in ROME.

**ROCC** = ROCC project is order creation and order management tool for complex products.

Here is the definition from Wiki - Order creation and order management for simple and complex products supporting retail business customers across AT&T 21state footprint for Legacy S&B products.

Support all ATT internal sales and solution provider segments for MACD service order insurance.

Order Creator - simple and complex service order issuance, ordering/account inquiry support and back office functions.

Ordering Manager - Interdepartmental coordination and overall order management through test and turn-up for complex products/projects

The **SaaRT** application returns data from the SaaRT API based on json query data.

Apollo - No information in wiki

TEMS – No information in wiki

Project Pepe – No information in wiki

**Consume E-mail Data**

Consuming the e-mail data is a lengthy process. In short, MIME e-mail parsers extract the parts and store them in databases with the key message\_id.

**Django Mailbox** django\_mailbox is a third party library that parses MIME data into a Message model and its message Attachment objects. This consumes the initial POST from the forward e-mail script.

**SE Process & Procedures**

1. EPIC's
   1. All initiatives worth tracking, regardless of scope of size, will be represented by an EPIC and assigned to an SE, Architect, or Development Lead. "initiatives" in this context are not individual user stores that are part of an existing project that has an EPIC. These "initiative" are those that could in fact have development user stories for the dev team, or they could be other projects that don't require development such as building out servers or investigating automation solutions for a new organization.
   2. All EPICS that are open will have an entry in the RASCI matrix that define who is Responsible for the work and who is Accountable for making sure that work is completed, along with who needs to be Consulted, Informed, and who Supports it). (RASCI - https://en.wikipedia.org/wiki/Responsibility\_assignment\_matrix#RASCI ). Changes to the RASCI matrix should only be performed by the team PM.
   3. All items on the RASCI matrix need to be linked to the JIRA EPIC, and visa-versa (the EPIC will have a link to the RASCI matrix by default under the "Issue Links" section if it is linked on the Confluence RACI matrix)
   4. All EPICS should include all of SE's, the PM, and the lead developer as “Watchers” regardless of who the EPIC is assigned to. Also include anyone in the RASCI matrix that is listed as "Informed". Team members are located at Team Members
   5. All EPICS need to be updated with progress/high-level status as they progress by the Accountable and Responsible assignee's. This includes daily activities related to any forward progress or blockers. For example, if your EPIC is around API ennoblement and you successfully executed and API call for the first time that progress should be logged so all of the watchers are aware.
   6. All EPICS that have software based deliverables will require a high-level Solutions Approach Document (SAD) that describes the business problem and the high-level solution and architecture that will be delivered/leveraged. This document will need to be created in Confluence and linked back to the Jira EPIC. (for work that comes from Dan Koon’s Solution Architect team, we can link the EPIC's to their SAD)
      1. All SAD's need to be peer reviewed and also reviewed with the Development Lead for do-ability and must sign off. The review history needs to be documented in the SAD.
      2. Specific instructions on how to create SAD's please see \_Solution Approach Document Instructions
2. User Stories
   1. For all User Stories associated to EPICS more detailed User Story Requirement Document (USRD) needs to be completed.
   2. The USRD needs to contain very specific and technical requirements around how to complete the User Story. Consultation with Peers, Stakeholders, SME's, and the development team will be required.
   3. Specific instructions on how to create USRD's please see \_User Story Requirements Instructions
3. File Sharing
   1. All files related to Solutioning - emails, Word docs, Power Points, Excels, etc. Should be stored in the team's tSpace file drop. Incubation tSpace Files
   2. A folder should be created for the EPIC tracking the Solution and be named so that it mirrors the name of the Epic and includes the Epic number (ex: TITANBOPS-282 - Rationalize ROME Events). The related Epic should then have a link to that tSpace file folder added to the Issue Links section.
   3. Do not attach files directly to the JIRA Epics. Our instance of JIRA only supports files up to 1MB, which don't cover many types of files in this day and age, so for consistency store everything on the tSpace Community.
   4. If they are files not related to an Epic then add them to an appropriately named folder
4. The team PM should be kept in the loop on all activities above and facilitate the various review sessions and milestones.

**SABLE**

Unlike SASHA which is a guided workflow, SABLE can provide and work on a direct workflow. If a circuit falls off the automation SABLE is capable of bringing it back up by allowing the user to fill up some forms and put the circuit back in automation.

Looking for – more structure, more modules, a better architecture to improve the performance scalability, make debugging easier – so we don’t get lost in our own engine. Make a Robust engine.

**SABLE notes from meeting invite**

SABLE is a centralized engine that is designed to contain and analyze the complex business logic used by SASHA user guided workflows and the new expert Directed Actions integrated within UD. (Directed Actions are a new means for providing expert users, Tier2 and beyond, to be presented with specific actions to perform to complete a task or work item.)

SABLE also performs evaluations on business rules and processes without the need for an accompanying guided workflow and can be accessed via API allowing external tools to utilize the same business logic.

Where SABLE fits into BizOps technical solutions.

Dana will take you through a demo illustrating SABLE deployments so far:

Ethernet Provisioning Job Aids

CFA Grooms

It is very specific – do this one thing

Fallout of automation

Sable will show why it fell off the automation. User can provide the information and get the device back in automation.

Also integrates with other UI – like UD – REST Calls

Automation Fallout/Direct Actions

Job Aids(Expert Guided Actions)

FMO is to add more automation to Job Aids and present user with missing pieces

Feb 23 – Unconscious Bias

1. Strategies
   1. Watch your first thought
   2. Use the power of logic
   3. Hit the pause button
   4. Act as if bias does not exists
   5. Cultivate common ground