Formative 1

6885

Jaco Pretorius

Question 1.1

Organisation

6885ALFCONSULTINGSERVICES

Projects   My work items   My pull requests

CS **Customer Service**
This customer service system is a configuration of
technology and organizational networks designed to
deliver services that satisfy the needs and aspirations
of customers.

Project

Create a project to get started

Project name *

Customer Service

Visibility

⊕
Public

Anyone on the internet can
view the project. Certain
features like TFVC are not
supported.

🔒
Private

Only people you give
access to will be able to
view this project.

＋ **Create project**

Project Description

Project details

Name

Customer Service

Description

This customer service system is a configuration of
technology and organizational networks
designed to deliver services that satisfy the needs and
aspirations of customers.

Process

Basic

Visibility

🔒 Private

This determines who can view this project. Learn more about project visibility.

Save

CS

Question 1.2

Teams

Development Team

Create a new team

Name

Development Team

Members

Add members

Description

Add a description to your team this will appear in the team page

Administrators

GP Gerhardus Pretorius ✕ ＋

Cancel   Create

Operation Team

Create a new team

Name

Operations Team

Members

Add members

Description

Add a description to your team this will appear in the team page

Administrators

GP Gerhardus Pretorius ✕ +

Cancel   Create

Testing Team

Create a new team   ✕

Name

Testing Team

Members

🔍 Add members

Description

Add a description to your team this will appear in the team page

Administrators

GP Gerhardus Pretorius ✕ ＋

Cancel   **Create**

How much in each team

DT Development Team		👥 4
OT Operations Team		👥 5
TT Testing Team		👥 2

Question 1.3

Project Permissions

DT [Customer Service]\Development Team

Permissions   Members   Member of   Settings

General

Delete team project	Deny ⌄	✔ Saved
Edit project-level information	Allow ⌄	✔ Saved
Manage project properties	Allow ⌄	✔ Saved
Rename team project	Deny ⌄	✔ Saved
Suppress notifications for work item updates	Allow ⌄	✔ Saved
Update project visibility	Allow ⌄	✔ Saved
View project-level information	Allow ⌄	✔ Saved

Question 1.4

Work items

1. Configure the Development environment

Work Items | ↺ Back to Work Items

☑ TASK 1

1   Configure the Development environment

⊗ Unassigned   ⮌ 0 comments   Add tag   🖫 Save   👁 Follow   ⚙ ↻ ⤺ ⋯

| State | ● To Do | Area | Customer Service | Updated by Gerhardus Pretorius: Just no... |
| Reason | 🔒 Added to backl... | Iteration | Customer Service | Details ⟲ 🔗 📎 |

Description

Click to add Description

Discussion

GP   *Add a comment. Use # to link a work item, ! to link a pull request, or @ to mention a person.*

Planning

Priority
2

Activity

Remaining Work

Deployment

To track releases associated with this work item, go to Releases and turn on deployment status reporting for Boards in your pipeline's Options menu. Learn more about deployment status reporting

2. Update the EULA file

Work Items | ↩ Back to Work Items

☑ NEW TASK *

Update the EULA file

👤 Unassigned   💬 0 comments   Add tag   🖫 Save ↻ ↺ ⋯

| State | ● To Do | Area | Customer Service |
| Reason | Added to bac... | Iteration | Customer Service |

Details   🕘   🔗   📎

Description

Click to add Description

Discussion

GP   *Add a comment. Use # to link a work item, ! to link a pull request, or @ to mention a person.*

Planning

Priority
2

Activity

Remaining Work

Deployment

To track releases associated with this work item, go to Releases and turn on deployment status reporting for Boards in your pipeline's Options menu. Learn more about deployment status reporting

Development

➕ Add link

3. Update all the help files

Work Items | ↩ Back to Work Items

☑ NEW TASK *

Update all the help files

👤 Unassigned   💬 0 comments   Add tag   🖫 Save ↻ ↺ ⋯

| State | ● To Do | Area | Customer Service |
| Reason | Added to bac... | Iteration | Customer Service |

Details   🕘   🔗   📎

Description

Click to add Description

Discussion

GP   *Add a comment. Use # to link a work item, ! to link a pull request, or @ to mention a person.*

Planning

Priority
2

Activity

Remaining Work

Deployment

To track releases associated with this work item, go to Releases and turn on deployment status reporting for Boards in your pipeline's Options menu. Learn more about deployment status reporting

Development

➕ Add link

6885ALFCONSULTINGSERVI... / Customer Service / Boards / Work items   🔍 Search   ☰ 🗑 ❓ 👤 GP

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Work items

Recently updated ⌄   ➕ New Work Item ⌄   ↪ Open in Queries   🔗 Column Options   ⬆ Import Work Items   🗑 Recycle Bin   ⚙ ▽ ⤢

🔽 Filter by keyword   Types ⌄   Assigned to ⌄   States ⌄   Area ⌄   Tags ⌄   ✕

	ID	Title		Assigned To	State	Area Path
🔵	3	☑ Update all the help files	⋯	👤 Unassigned	● To Do	Customer Service
	2	☑ Update the EULA file		👤 Unassigned	● To Do	Customer Service
	1	☑ Configure the Development environment		👤 Unassigned	● To Do	Customer Service