 <Insert Customer logo here>

<Customer Name>:

Center for Enablement Charter

Prepared by: <Name>

Date: <date created>

<Customer Name>:

Center for Enablement Charter

Prepared by: <Name>

Date: <date created>

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# C4E Mission Statement:

# C4E Overview:

# C4E Objectives:

| **Objectives** | **Description** |
| --- | --- |
| Awareness | Build awareness of the platform and what it does |
| Adoption | Acquire new users/projects for the platform |
| Enablement | Enable the users to reach ideal productivity and make them actively use the platform in an application |
| Retention | Drive developer maturity and project success so as to have users continue to use the platform; educate on use of new/additional features and use in new apps |
| Promoters | Convert users to Evangelists so that they tell others about the platform |
| Community | Build an internal community of users |
| Platform | Drive user involvement in building, enhancing and getting feedback on the platform |
| Funding | Create funding avenues (via Charge-back) for platform (& team) sustenance, growth and learning |

# Business Benefits:

# C4E Services:

# Operating Model:

## Company XC4E Structure

## How to Engage With Us

# C4E Roles:

| **C4E Role** | **Responsibilities** | **Skills** | **Suggested Org. Function** | **Sugg. Alloc.** |
| --- | --- | --- | --- | --- |
| **C4E Sponsor** | * Secure funding * Manage C4E over-all success * Provide Sr. management support, oversight & guidance * Demonstrate visible support for C4E | * IT strategic vision * Leadership | * CIO or other Sr. IT leader | 10% |
| **C4E Lead** | * Lead C4E implementation * Evangelize C4E * Manage Exchange access * Manage best practices * On-board developers/projects * Track and report KPI metrics * Facilitate info/education sessions * Manage assets review, feedback, and update | * Sufficient technical skills to use Anypoint Platform * Leadership * Facilitation * Communication * Change Management * Project Management * Organization | * Program Manager (or equivalent) * Enterprise or Lead Architect | 50% - 100% |
| **Platform Liaison** | * Own the Anypoint Platform and its roadmap * Ensure the stability of deployment and management planes of the Anypoint Platform * Ensure that all connectivity requirements are met | * Expert on Anypoint architecture, as well as on using MuleSoft technology * Expert in defined best practices * Clear understanding of IT roadmap | * Enterprise or Lead Architect | 50% - 100% |
| **Integration/ Platform Architect** | * Responsible for architecture and standards * Own the Enterprise API & SOA vision, sets architecture guidelines, design patterns, and standards for projects * Review architecture designs with business and IT * Review feedback on existing assets and contribute to update decision * Conduct design & code reviews | * Expert on Anypoint architecture, as well as on using MuleSoft technology * Expert in defined best practices * Clear understanding of IT roadmap | * Enterprise or Lead Architect, Solution Architect | 20% - 50% |
| **DevOps Liaison** | * Own the API Lifecycle and enforces the SDLC * Provide expertise in C4E-developed tools and processes * Support incident escalations | * Knowledgeable in release management and CI/CD processes and related tools * Understand how these processes work with Anypoint Platform | * Dev Opt Engineer | 20% - 10% |
| **API Developer** | * Design and develop solutions in accordance with C4E guidelines and best practices * Ensure that solutions provided by the C4E are highly reusable | * Expert in API design (RAML) and development * Experienced with MUnit * Knowledgeable in best practices | * Developer | 100% |
| **API Tester** | * Ensure that all testing activities conform to the approved standards for quality assurance as set by the C4E * Responsible for determining and publishing the performance baselines for each API | * Knowledgeable in Anypoint platform capabilities, as well as in using MuleSoft technology * Expert in API unit, integration and performance testing * Knowledgeable in best practices | * Tester | 100% |
| **API Owner** | * Provide primary technical oversight throughout the API lifecycle, from initial API design to deprecation/retirement * Approve prospective consumption requests * Work with individual API consumers to ensure that requirements are met for using the API * Coordinate with API Developers and API Testers to deliver new functionality or update existing functionality | * Knowledgeable in Anypoint platform capabilities, as well as in using MuleSoft technology * Knowledgeable in best practices * Clear understanding of IT roadmap | * IT Management | 50% |

# Measuring Success:

## Metrics Goals

## Metrics Focus

## Guiding Principles

## Metrics to Track

# MuleSoft Training and Certification Options:

Here is the link to MuleSoft training and certification programs:

<https://training.mulesoft.com/>

# Risks, Constraints, Dependencies:

## Risks

## Constraints

## Dependencies

# Platform Stakeholders:

|  |  |  |
| --- | --- | --- |
| **Name** | **Role/Title** | **E-mail** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |