Customer Logo Here

<Customer Name>:

Center For Enablement Charter

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Date: *<Date Created>*

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**We are Not another process. We are Not a road block. We are here to enable you to be successful and deliver value to the business faster. The emphases are on enablement.**

# C4E Mission Statement

* Provide a stable, scalable, and secure platform that enables innovations throughout IT organizations and supports API development through education and promotion of APIs best practices, reuse and self-service.
* Assist Company X with transition from project-based integrations delivery to a product based delivery model.

# C4E Overview

A C4E is a cross-functional group focused on driving API asset reuse and development best practices across all IT projects. A C4E enables IT organizations to make the most of API development and integration. The C4E will drive excellence through the application and analysis of actionable metrics and KPIs. API development teams will be empowered and guided through C4E governance practices. Implementation of the C4E will require a change in mindset of how to deliver IT integration projects. It will also require visible and tangible support from senior executives. It is a worthwhile investment that can pay off in many ways for the Platform, development teams and the organization as a whole.

# C4E Objectives

The role of a C4E is to enable IT teams to deliver high-quality, reusable API assets. The C4E assists the organization in moving from a production-based model to production-and-consumption-based model. It helps to productize, publish and consume reusable assets. It encourages collaboration and self-reliance while constantly improving through feedback and iteration.

| **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 team aims to help the organization to take advantage of reuse and API development best practices standards to help realize the following business benefits:

* Shorter development cycle (time to market)
* Reduced projects’ cost and risk
* Fewer defects
* Higher quality deliverables (code quality)
* Scalability

Enhanced governance with imbedded standards and security

# C4E Services

C4E team will provide the following support to the project teams and the development community:

* **Team Enablement**
  + Project on-boarding
  + Standards & platform training
  + Assets review for potential re-use
* **Platform Support**
  + Platform configuration and administration
  + Assets management
  + Upgrades management
  + Platform security
* **Education**
  + Training guidance, recommendations, and coordination
  + In-house API development training (process, standards and technology)
  + MuleSoft webinars and workshops
  + Company X Lunch & Learn program
  + Company X sessions for developers
  + On-line content and self-serve resources
* **Governance**
  + Integration with internal SDLC
  + Confluence content administration
  + Standards and best practices management
  + Design reviews
  + Code reviews
  + Assets review and feedback

# Operating Model

## Company XC4E Structure

The Integration team, led by C4E Lead, will assume responsibilities for the Center of Enablement (C4E). Name will assume the role of the C4E Lead. He will be supported by SOA Architect/Lead. The sponsorship and oversight will be provided by Director. Other API and integration developers and architects might be “dotted-line” into the C4E with respect to best practices.

C4E will provide support to the broader IT organization, initially by developing APIs and making them available to other organizations, and in the future extending the use of the Anypoint platform to other teams. The teams will go through the formal on-boarding process prior to using the platform.

Funding model still needs to be determined.

## How to Engage With Us

This process describes how other IT organizations engage with the C4E:



# 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

* To track and report factual evidence of increased platform adoption and improved speed to market
* To tell a story of adoption and productivity improvement

## Metrics Focus

* Platform usage
* Platform adoption
* Initial code quality
* Developer’s productivity and ramp-up time
* Training and enablement

## Guiding Principles

* Develop user friendly metrics tracking & reporting mechanism
* Track those metrics for which benchmarks were collected
* Track metrics consistently across all projects (Platform, or otherwise)

## Metrics to Track

**Platform**

|  |  |  |  |
| --- | --- | --- | --- |
| **Metric** | **Description** | **Baseline** | **How to Gather** |
| Number of integrations/APIs per environment | Number of integrations/APIs that have been deployed (target vs. actuals) by QTR. The metric shows adoption. | Project Heatmap | Project release train |
| MuleSoft platform knowledge over time | Rate of proficiency in using the platform over time (target vs. actual) | N/A | MuleSoft Enablement Progress |
| Overall Platform user satisfaction (future) | Feedback from the Platform users and the ease of use and effectiveness (when applicable). | N/A | Satisfaction Survey |

**Project**

|  |  |  |  |
| --- | --- | --- | --- |
| **Metric** | **Description** | **Baseline** | **How to Gather** |
| Development time per API/integration (base on complexity category). | Time it takes to develop API/integration for complex, medium, and simple APIs/integrations. This is a productivity measure that can also be used for estimation. | Measure development velocity between Oracle (6 weeks) Vs MuleSoft (2 weeks) | Project burn down chart |

**Training**

|  |  |  |
| --- | --- | --- |
| **Metric** | **Baseline** | **How to Gather** |
| Number of associates trained on Mule | N/A | Training completion numbers |
| Number of MuleSoft certified developers | N/A | Certification completion |
| Number of MuleSoft certified architects | N/A | Certification completion |
| Number of Platform users per role | N/A | Users set-up |
| Time to developer productivity (a developer on-ramp) | 68 Work Days in Oracle | On-boarding process |
| Number or developers/team using the Platform | N/A | Users set-up |

# MuleSoft Training and Certification Options

Here is the link to MuleSoft training and certification programs:

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

# Risks, Constraints, Dependencies

## Risks

* “Actual” commitment to changing the way integration work is done, and not just on paper
* Top-down, but especially bottom up commitment
* Insufficient time allocation for associates to focus on C4E implementation and on-going support and governance
* Associates’ responsibilities are not adjusted to assume additional work associated with C4E
* Falling back to old habits
* Deferring back to the old development patterns
* Not reusing available assets
* Justifying the need for C4E and associated effort/expense
* Finding funding, resources and time to invest in C4E work

## Constraints

* Proper implementation and management of the C4E efforts will require adequate time from the Platform Product Owner and C4E Lead. The implementation schedule will be dependent on the availability of these roles.

## Dependencies

* MuleSoft Support
* Executive Support
* Cooperation from PMO on SDLC integration

# Platform Stakeholders

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