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# On Call Support weekly responsibilities

Monitor ALL support request in Queues to monitor. All tickets must be assigned or on hold with an owner assigned. Tickets should not be left unassigned or open. Ticket history should be well documented. Provide short summary (1-2 sentence) of all contact (email, phone, IM and in person) vital to closing the ticket. Any documentation vital to closing the ticket should be included in the ticket as an attachment (log files, property files, email exchange). If a ticket is turned over to FTE or another member of on call support all the history should be contained in the ticket. Last activity on an open ticket should never exceed 24 hrs.

Note: When an artifact is created Symphony creates an artifact reply address. When replying to customer email always CC artifact reply address. The reply will be added as a comment to the Symphony artf. (Ex. To:Shashi Kumar Munugoti (OSV) shashi.munugoti.osv@fedex.com; CC: artf1302435@prh01246.prod.fedex.com).

1. Engage with current FTE on call and raise priority when the ticket fails to make progress in 3 days due to technical issues.
2. If a customer enters a ticket and fails to respond to email, IM, phone calls for 3 days email the customer to alert them the ticket will be closed if no response (update ticket). Wait 3 additional days and close the ticket if no response.
3. If a ticket has been turned over to FTE follow up to make sure ticket is being worked and closed.
4. Include in weekly on call report –status of tickets; include number of new tickets this week, number of current assigned tickets, age of ticket, number on hold tickets, and number of closed tickets this week. Include average age of all closed tickets. Send report to Framework-team-all email list.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Current Assigned** | **Current On Hold** | **Closed-Complete this week** | **New tickets this week** | **Average age of current Assigned tickets** | **Average age of Closed-Complete tickets this week** |
| **Number of current assigned tickets** | **Number of current on hold tickets** | **Number of tickets closed during support week** | **Number of new tickets opened during support week** | **date opened to current date/number of assigned tickets** | **date opened to date closed/number of tickets closed** |

To pull report go to Support Request Tracker page for EA-Framework.

* Average age of Closed-Complete tickets this week: Filters should all be set to Any. Click Export at the bottom of the table. Export Format: CSV, select Available Columns: Closed, Submitted On and Status. Open CVS file in Excel and select Closed column, then DATA from menu, click Filter then filter out everything but from required data (work week) and sort by newest to oldest. Remove anything closed before end of start of support week. Formula for each column Closed – Submitted On then take an average of the difference.
* Average age of current Assigned tickets: Filters should be set to any and Status All Assigned. Click Export at the bottom of the table. Export Format: CSV, select Available Columns: Status and Submitted on. Open CVS file in Excel and add new column with current date. Create formula for each row current date – date opened then take the average off all the rows.

1. On hold tickets – For defects and customer request write a new story card and give to Sheril for prioritization. The Story card should include the Teamforge artifact#, defect# if applicable, product name (Ex. Framework), customer group requesting (Ex. Sales), requested work to be done and the business use. Also include the date of the request on back of story card.

Note: Symphony defect affecting support – Customers that do not include “E-mail Requestor Options: On Update” and include their email notification address at creation will not receive any email updates when comments are added to the ticket. This cannot be corrected after artifact is created. Be aware if support is only responding directly to the Symphony artifact the customer may not be getting a response.

# FTE weekly responsibilities

1. Assist with Open tickets that need to be addressed from weekly meeting (Schedule Monday 9:30am, Location 40-130 – Attendees Last FTE on call, New FTE on call, On call support lead). Tickets should be turned over to next on call unless additional help is needed.
2. Weekly Certificate Expiration Notice Email – Set up Tuesday Task in Outlook – See appendix.
3. Purple Hub – Check Daily - Set up Daily Task in Outlook. Development Framework Purple Hub Page

[http://collab.purplehub.fedex.com/Communities/Development Framework/SitePages/teamhome.aspx](http://collab.purplehub.fedex.com/Communities/Development%20Framework/SitePages/teamhome.aspx)

# Queues to monitor

Customers are able to enter tickets in public queue owned by the Development Frameworks Group. All of the following queues should be monitored and checked once a day. To monitor queue log into Teamforge (<http://itg.prod.fedex.com/sf/projects/symphonysupport/>) and project to monitor. Select Support Trackers from the Tracker section and select from the dropdown below the tracker table “Monitor.”

1. Support Trackers for “EA-Framework”

<http://itg.prod.fedex.com/sf/tracker/do/listArtifacts/projects.ea_framework/tracker.supportrequesttracker?openPriority=all>

* Anything in the following queues can and should be reassigned to EA-Framework.

1. Support Trackers for “Enterprise Security Center”

<http://itg.prod.fedex.com/sf/tracker/do/listArtifacts/projects.ea_enterprisesecuritycenter/tracker.supportrequesttracker?openPriority=all>

1. Support trackers for “Enterprise Workflow”

<http://itg.prod.fedex.com/sf/tracker/do/listArtifacts/projects.esd_enterpriseworkflow/tracker.supportrequesttracker?openPriority=all>

1. Support tracker for “Continuous-Integration\_Build” <http://itg.prod.fedex.com/sf/tracker/do/listArtifacts/projects.continuous_integration_build/tracker.supportrequesttracker>
2. Support tracker for “ESD-CommonServiceRuntime” <http://itg.prod.fedex.com/sf/tracker/do/listArtifacts/projects.esd_commonservicesruntime/tracker.supportrequesttracker>
3. Support tracker for “EAA-MobileAppArch” [http:itg.prod.fedex.com/sf/tracker/do/listArtifacts/projects.eaa\_mobileapparch/tracker.supportrequesttracker](http://itg.prod.fedex.com/sf/tracker/do/listArtifacts/projects.eaa_mobileapparch/tracker.supportrequesttracker)
4. Support tracker for “EAA-CloudAppArch” <http://itg.prod.fedex.com/sf/tracker/do/listArtifacts/projects.eaa_cloudapparch/tracker.supportrequesttracker>

# Tibco Support

1. Tibco Request for software – ticket to Tibco request page
   1. – keyword “tibco” or “tibcorequest” - <https://sso.secure.fedex.com/tibcorequest/home.jsf>
2. Any support for Tibco enter request in EA-Framework support tracker queue. Currently we are assisting with Token Generation and client/service authentication and authorization through ESC. Tibco knowledge is currently not a Development Framework skillset. Contact 3rd party for product support.

# Continuous Integration Support - TODO

1. Supported products
   1. Jenkins
   2. SonarQube
   3. Nexus
2. PDSM

# 3rd Party Contact for product support

List of users successfully using the Framework with 3rd party products

1. Ab Initio – Arvin Festejo (Sales), EDW (EDW-FCIS, EDW-ACQ) , David D. Reeves (Int'l Edit, Validate & Rating)
2. People Soft - Abheeshta Yerva (Contractor Initiatives – FXG)
3. BPM - TODO
4. C/C++ (Token Generation) – TODO
5. Tibco – TODO

# Appendix I – Production Application Certificate Expiration Notice

Every Tuesday by On Call FTE –

Go to keyword “Symphony,” log in, click Manage, click Profiles. In text box Application: type the EAI number reported from “App ID`s certificates due to expire within 30 days (PROD)” email to get EAI IT Architect and Profile IT Owner.

To: EAI IT Architect

CC: Framework-all, reported LDAP Cert owner, manager of IT Architect reported in EAI, and Profile IT Owner.

Note: in the event the IT architect from EAI is no longer with the company CC each Profile Lead and their manager.

Subject: Production Application Certificate Expiration Notice

Certificate Renewal Notification

You are identified in Symphony as the System IT architect for one of the following production applications:

App: ***XXX - Profile Long Name from Symphony Profile (Exp. Date) IT architect from EAI***

The application certificate for these applications will expire within the next 30 days.

Since this notification is for an automated renewal, no immediate action is required on your part if you are already using the development framework ver. 3.0 or higher.

Once approved and issued the new certificate will be loaded to CDS. The development framework can automatically install the certificate without any user intervention required if configured to do so. If you are not yet using 3.0 or higher, or if you do not have automatic certificate rotation enabled, then you will still be required to install the new certificate with your normal process(es). If automatic certificate rotation is enabled, we strongly recommend you manually confirm the rotation after it occurs by examining the timestamp on the certificate and client.properties file.

Please also note that you will still be notified when the new appid certificate is issued.

For information about certificate rotation configuration, please refer to the following documents.

• Framework migration guide (5.x to 5.2.0): <http://itg.prod.fedex.com/sf/go/doc1182542?nav=1>

* DFW 7.0.0 Migration guide: <http://itg.prod.fedex.com/sf/go/doc1193072?nav=1>

• Certificate rotation checklist: <http://itg.prod.fedex.com/sf/go/doc893951?nav=1>

If you no longer need this certificate and plan to allow it to expire, you need take no further action although you will continue to receive these notifications until it expires.

If you believe you have received this notification in error, or if you have any questions about your certs, please contact our team by replying to Framework-team Framework-team@corp.ds.fedex.com.

Thanks and Regards,

The Development Framework Team