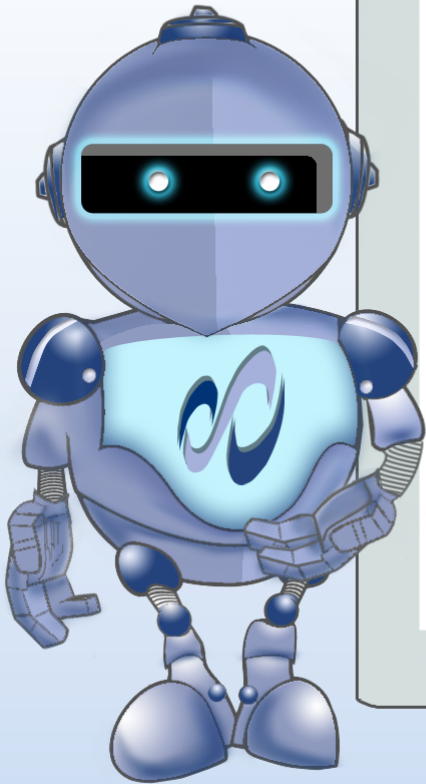


WTS Fundamentals and Attributes

WTS_U100_ITI

Learning Objectives

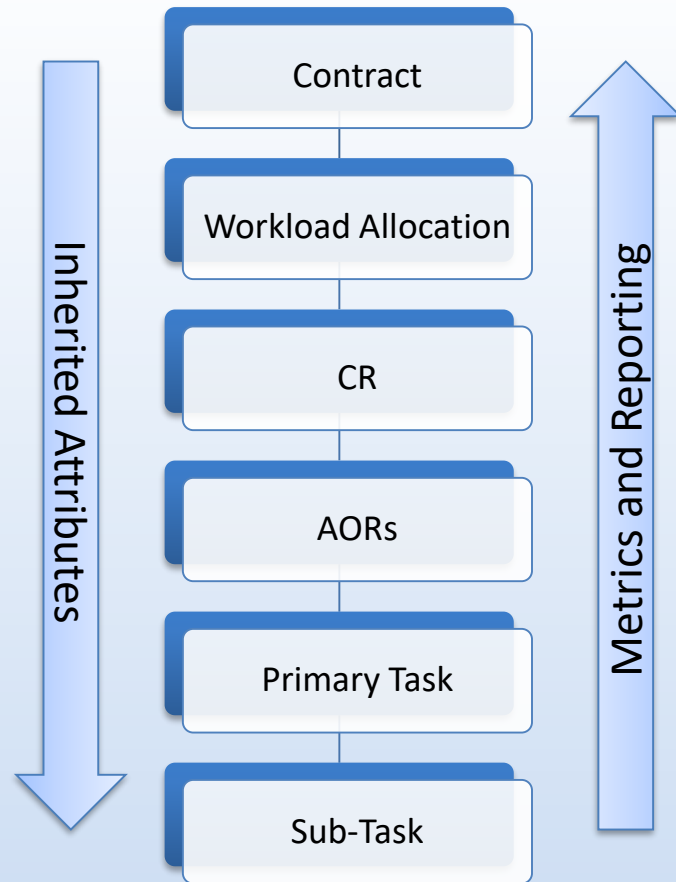


Upon completion of this course, you will:

- Know the WTS Systems Heirarchy
- Understand Customer Reconciles (CRs) and their major components
- Know the difference between Release Deployment and Wkld MGMT AORs
- Understand the Primary Task and Sub-Task fields
- Know the importance of properly maintaining Primary and Sub-Tasks



WTS Hierarchy



Contract – Identifies who the customer is of the workload.

Workload Allocation – Breaks what we do out into three major categories that are meaningful to our customer of the contract. Each Contract has a Program Management, Deployment, and Production Workload Allocation attached to it.

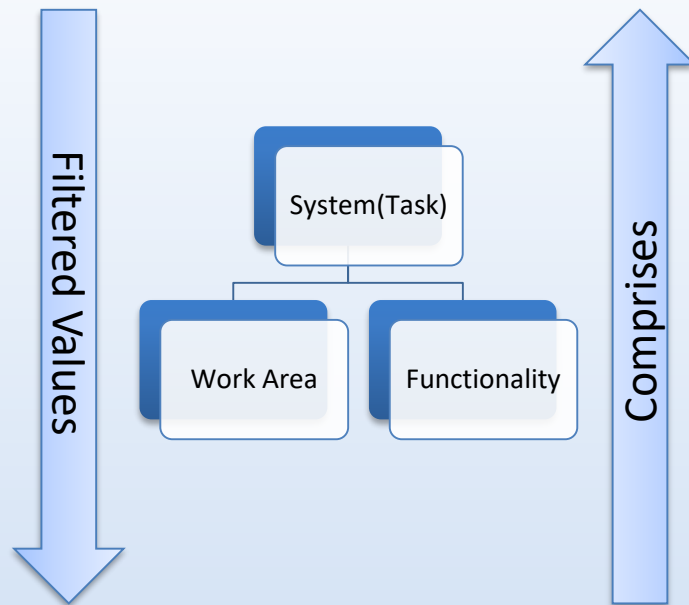
Customer Reconcile (CR) – This is our link to the contract for workload. This is not the “how” or “what,” but more the mission that identifies the overall scope. Other areas will describe the specifics. CRs are grouped by Workload Allocation, belonging to only one.

Area of Responsibility (AOR) – The purpose of this field is to communicate the mission and value for the workload. The field is a marketing opportunity for not only the customer, but for ITI internally. The field is associated to one CR and thus, one Workload Allocation. We track PD2TDR (CMMI) progress through attributes of this field.

Primary Task – This field describes what we want done to support the mission and deliver the value. It identifies the main description fields of the workload. We can maintain the main attributes once on this field and associate other tasks, they will inherit those attributes.

Sub-Task – This field is a breakout of workload that encompasses the same primary attributes. This indicates a specific piece of workload with all the necessary items to accomplish that workload.

Maintaining Important Fields of a Task



There is a Hierarchy to the System related fields in WTS. The Hierarchy begins at a level that does not exist on tasks called System Suite.

System(Task) – A customer or contract has a defined life cycle. We use this field to group the identified life cycle. This field is maintained as a primary attribute at the Primary Task and also, Requirements (not yet explained). The second tier of System Hierarchy in Work Tasks this represents the place work is to be done for. A System(Task) can only belong to one System Suite.

Work Area – The third tier of System Hierarchy and is a breakout of a System. A System(Task) selection drives the list available for Work Area values and represents a specific area of the system.

Functionality – The fourth tier of System Hierarchy and is a break out of Work Area capabilities. While these are not driven by Work Area, they are common across systems.

Important Fields – Customer Reconcile (CR)

Customer Reconcile (CR) – This is our link to the contract for workload. This is not the “how” or “what,” but more the mission that identifies the overall scope. Other areas will describe the specifics. CRs are grouped by Workload Allocation, belonging to only one.

CR Customer Title – This is the CR Name that will appear on the CR Report.

CR Coordination – Primarily this is the status of the CR. Values available are Investigation, Submitted, Approved, Warranty, Reviewed, and Resolved.

Customer Priority – Priority of the CR in the Customer’s Eyes.

ITI Priority – Priority of the CR from ITI perspective.

CR Narratives – These are Narrative fields specific to CRs but most of these are not currently used and are under investigation as to their need.

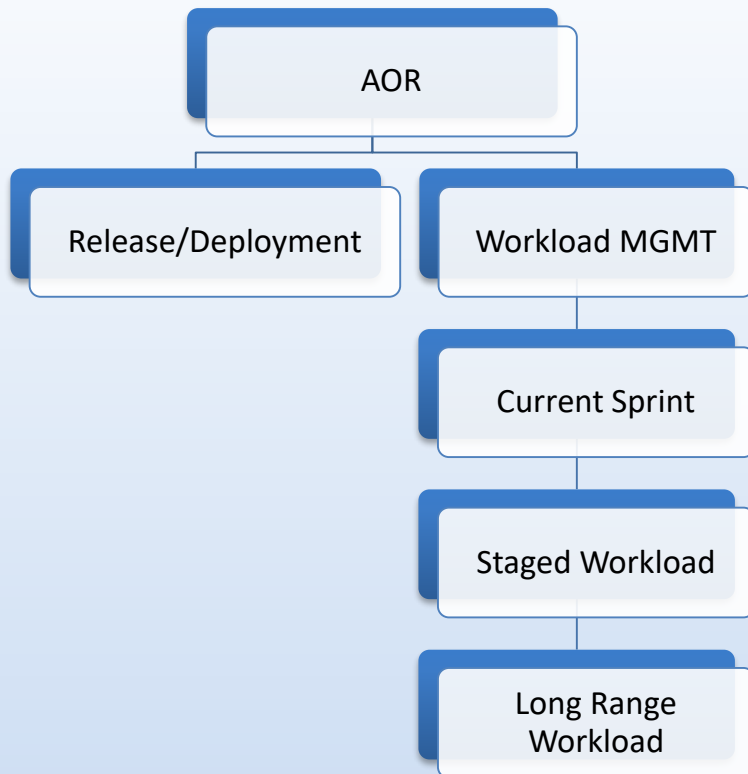
Rationale – Part of the CR Narratives this is usually linked to part of the Project Work Statement (PWS) in the contract for the work being performed. Communicates the Rationale for the workload the CR Represents.

CRs are associated to AORs which is how ITI communicates the actual performance of the work the CR communicates to the customer.

CRs are associated to Sustainment Requests (SR) as they allow us to incorporate workload that is provided from direct user input via the SR Module in web systems. SR’s are imported into WTS and are incorporated into CRS for production support and warranty support, while others contribute to new release workload.

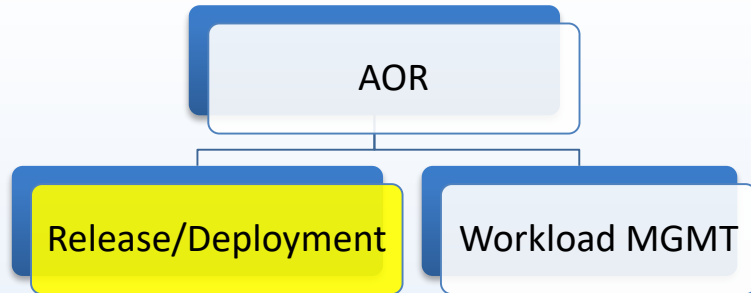
Currently other fields exist but are under investigation as to the need for them to continue to exist.

Important Fields – Area of Responsibility (AOR)



Area of Responsibility (AOR) – The purpose of this field is to communicate the mission and value for the workload. The field is a marketing opportunity for not only the customer, but for ITI internally. The field is associated to one CR and thus, one Workload Allocation. We track PD2TDR (CMMI) progress through attributes of this field.

Area of Emphasis in Maintaining Release/Deployment AORs



Release/Deployment AOR – are Release AORs that follows the CMMI/PD2TDR process.

- Work Activity values are impacted depending on what workload allocation is assigned to this AOR.
 - AORs with “Program MGMT” Workload Allocation will display all Work Activities for the following PD2TDR phases (Parent Tasks): *Planning, Deploy, Review*.
 - AORs with “Deployment” Workload Allocation will display all Work Activities for the following PD2TDR phases (Parent Tasks): *Design, Develop, Test*.

WTS - Workload Tracking System 1.21

Welcome to WTS - hannah.walden Logout

My Profile Requested Reports SR ? Help CVT

Go to AOR # Archive Back To AOR Grid

408 - GFE Laptop Availability for Development Team Release: 18.2

Details Attachments (0) Meetings (0)

+ Details

AOR #: 408 Created: hannah.walden - 7/10/2018 8:31 AM Updated: hannah.walden - 7/10/2018 9:30 AM

AOR Name: GFE Laptop Availability for Development Team

Label: Due to increasing need for support, ITI needs more GFE laptops due to expanding Analyst support, development, testing, and training. AFMC CAM has been informed during the PMR regarding GFE laptop status and ITI has formally request for additional AFMC GFE laptops.

Approved: ☐

AOR Systems (1)

Primary System

Infrastructure CAM CAFDEx

Add Other Systems

No Systems

AOR Details

AOR Workload Type: Release/Deployment MGMT

Workload Allocation: Program MGMT: TF/CAM Oversight, Compliance, & Mandate

AOR Status:

Release: 18.2

PD2TDR (Release) Details

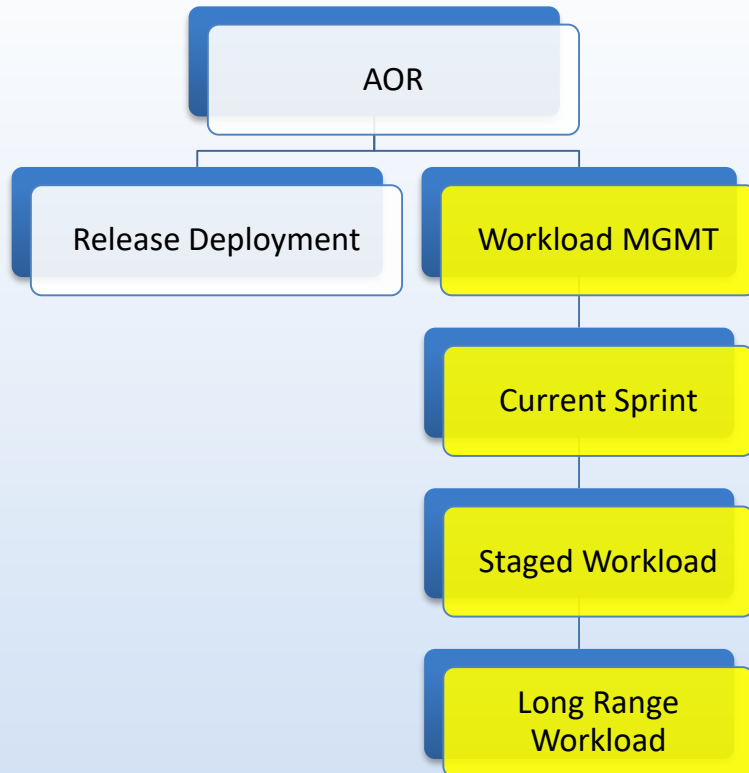
CRs (1)

Work Tasks (3)

Resources (2)

History:

Area of Emphasis in Maintaining Workload MGMT AORs



Workload MGMT AOR – These AORs are used to communicate when the team will work the workload. They exist as 3 types of sprints. “Current Sprint,” “Staged Workload,” and “Long Range Workload.”

Current Sprint – is intended to be used in a team setting where a team will communicate intent to accomplish a set of workload in a time frame aka (Session).

Staged Workload – is intended for work that is entered but we do not want to work now. Generally, this work has a predecessor prior.

Long Range Workload – is intended for work that is entered and is not in Current Sprint but could be worked time permitting if no impact to Current Sprint.

Overview – Maintenance of a Primary Task

WORK TASK - [16208]

Review/Edit Task - 16208

Add New Copy Back to Grid

Go to Task/Subtask # <<Prev Next>>

Details Notes (0) Attachments (2)

Task History Cancel Save

Task Details:

Release/Deployment MGMT AOR: 192 (R) - Release Management

Workload MGMT AOR: 341 (O) - Long Range Workload

Task: 16208 Compliance & Project/Release Management

Created: cheryl.glazer - 11/27/2017 1:59:37 PM

* Resource Group: PD2TDR(CMMI)

* Work Activity: Release MGMT\CMMI R

* Priority: High

* Status: In Progress

* System(Task): Infrastructure CAM CAF

* Work Area: General Support

* Functionality: Common (Default)

Product Version: 18.2 Edit

* Production Status: Business Development a

Submitted By: Cheryl Glazer

* Assigned To: Dan Gilbert

Primary Resource: Dan Gilbert

* Assigned To Rank: 3 - Run the Business

Customer Rank: 2

Date Needed:

☐ IVT Required [Dependent Items \(0\)](#)

☐ Cascade AOR

Workload Allocation: Program MGMT: TF/CAM Oversight, Compliance, & Mandates

☐ This task is requested to be reviewed by BA or SME

Development: Percent Complete: 0 SR #:

Deployment: ☐ Commercial Run: Select On:

- Task** – The title for the Primary Task. It should clearly communicate the work being completed in a brief sentence.
- Resource Group** – Group of users that will be performing the workload.
- *Work Activity**– is representative of the PD2TDR process.
- The fields displayed here are driven by “Workload Allocation” that is assigned to the selected AOR.
- Priority** – Priority of the work to be done.
- *Status** – Status of the work to be done.
- Will drive the PD2TDR statuses for the selected work activity via distinct business rules.
- *System(Task)** – System that the work will be done in support of (impacts other WTS systems).
- *Work Area** – The area within the system the work will be done in support of (impacts other Work Areas).
- Production Status** – The Workload Allocation of the work to be done.

*Indicates that fields impact other areas.

Overview – Maintenance of a Primary Task

Task Details:

Release/Deployment MGMT AOR
192 (R) - Release Management

Workload MGMT AOR
341 (O) - Long Range Workload

Task: 16208 * Compliance & Project/Release Management
Created: cheryl.glazer - 11/27/2017 1:59:37 PM
Updated: Joseph.Porubsky - 7/12/2018 7:25:30 AM

* Resource Group: PD2TDR(CMMI)
* Work Activity: Release MGMT(CMMI R)
* Priority: High
* Status: In Progress
* System(Task): Infrastructure CAM CAFT
* Work Area: General Support
* Functionality: Common (Default)
Product Version: 18.2 [Edit](#)
* Production Status: Business Development a

Submitted By: Cheryl Glazer
* Assigned To: Dan Gilbert
Primary Resource: Dan Gilbert
* Assigned To Rank: 3 - Run the Business
Customer Rank: 2
Date Needed:
☐ IVT Required [Dependent Items \(0\)](#)
☐ Cascade AOR

Workload Allocation: Program MGMT: TF/CAM Oversight, Compliance, & Mandates

Resource	Role	Affiliated	
		AOR	System
Bryan.Amett	Dev Workload Manager	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Daniel.Brandes		<input checked="" type="checkbox"/>	<input type="checkbox"/>
David.Allison		<input checked="" type="checkbox"/>	<input type="checkbox"/>
David.Coulter	Bus Workload Manager	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Product Version	AOR
17.2	22 - IT Operations - Mgmt and Oversight
18.2	341 - Long Range Workload

Assigned To – Who will take action on the Primary Task.

Assigned To Rank – This is the organization of the work into rankings indicating when the work is to be done. The “Assigned To Rank” is categorized into six ranks.

1. Emergency Workload: User should work on these Tasks ASAP or Tasks might require senior management action.
2. Current Workload: User is currently working on these Tasks.
3. Run The Business: Workload that is re-occurring day-to-day and necessary to run the business.
4. Staged Workload: Tasks that are ready to be worked on next.
5. Unprioritized Workload: Tasks that are entered into the system that are not ready to be worked.
6. Closed Workload: Tasks that are completed and successfully tested.

Customer Rank – A numerical sort that can be any numerical value. It is used to help the user requesting the work (customer) communicate, organize, and prioritize workload.

Date Needed – Indicates a date this task needs to be complete.

IVT – Requires Developer Peer Review when checked.

Cascade AOR – Automatically cascades the AORs selected on Parent task to the relevant subtasks.

Overview – Maintenance of a Primary Task

WORK TASK - [16208]

Review/Edit Task - 16208

Add New Copy Back to Grid

Go to Task/Subtask # <<Prev Next>>

Details **Notes (0)** Attachments (2)

07/12/2018 shahir.arif

Add Comment Save

Delete

Adding a comment.

WORK TASK - [16208]



Review/Edit Task - 16208

Add New Copy Back to Grid

Go to Task/Subtask # <<Prev Next>>

Details Notes (0) **Attachments (2)**

Attachments (2) Add Delete

Download	Edit	Attachment Type	Title	Description	Uploaded By	Uploaded On
	2017_12_04 ITI SCAMPI C Worksheets - Whole WB.xlsx	SUPPLEMENTAL DOCUMENT	Final Scampi C Worksheet	Final Scampi C Worksheet	Joseph.Porubsky	12/11/2017 6:11:38 AM
	CMMI Process Action Plan.pptx	SUPPLEMENTAL DOCUMENT	CMMI Process Action Plan	CMMI Process Action Plan	Joseph.Porubsky	12/11/2017 6:11:12 AM

Notes - Users have the ability to add notes on a task. Ideally, this is used as a communication tool between relevant stakeholders.

Attachments - Users also have the ability to add Attachments. Ideally, concept slides and any attachments that supplements the work is attached here.

Overview – Maintenance of a Sub-Task

Sub-Tasks inherit some values from the Primary Task they exist under. These values are: Resource Group, System(Task), Work Area, Functionality, Production Status, Workload Allocation, and Release/Deployment AOR.

These inherited values apply to the Sub-Task but are not selectable at the Sub-Task Level. So it is assumed that all Sub-Tasks will have the same values as the Primary Task it is under for these values.

All Sub-Task attributes serve the same purpose on the Sub-Task as the Primary Task; however, the values are independent from one another.

Priority, Status, Work Activity, Assigned To, Primary Resource, and Assigned To Rank all cascade from the Primary Task.

NEW WORKLOAD SUB-TASK

Workload Sub-Task Close Save Save and Close Save and Add Another

Parent Details:

Parent Task Title:	Requirements		
Resource Group:	DEV - Build/Test	System(Task):	R&D WTS
Work Area:	0 - RQMT Traceability	Functionality:	UI/Coding Structure
Production Status:	Production Support	Workload Allocation:	Deployment: Internal Sustainment/Scheduled Wor
Release/Deployment MGMT AOR:	298 (D) - WTS	Workload MGMT AOR:	356 (O) - Staged Workload

Details **Notes** **Attachments** **Resources (10)**

Workload Sub-Task: 16544 - NA

* Title:

Created: Updated:

Workload MGMT AOR:

* Priority: High

* Status: New

* Work Activity: System Coding

Product Version: 18.2

Percent Complete: 0

SR Number:

* Assigned To: Nick Bailey

* Primary Resource: Isabelle Nelson

* Assigned To Rank: 5 - Unprioritized Workload

Customer Rank: 99

Date Needed:

☐ This sub-task is requested to be reviewed by BA or SME

Description:

Overview – Maintenance of a Sub-Task

Details
Notes (0)
Attachments (0)
Resources (10)

Add Comment
Save

Workload Sub-Task: 16544 - 113
Title: test

07/12/2018 isabelle.nelson

Delete

Adding a comment

Notes - Users have the ability to add notes on a task. Ideally, this is used as a communication tool between relevant stakeholders.

Attachments - Users also have the ability to add Attachments. Ideally, concept slides and any attachments that supplements the work is attached here.

Resources - All Resources assigned to the Sub-task's corresponding Task's AOR. You can see the selected AOR in the "Parent Details" above the Sub-Task details.

Details
Notes (0)
Attachments (1)
Resources (10)

Add
Delete

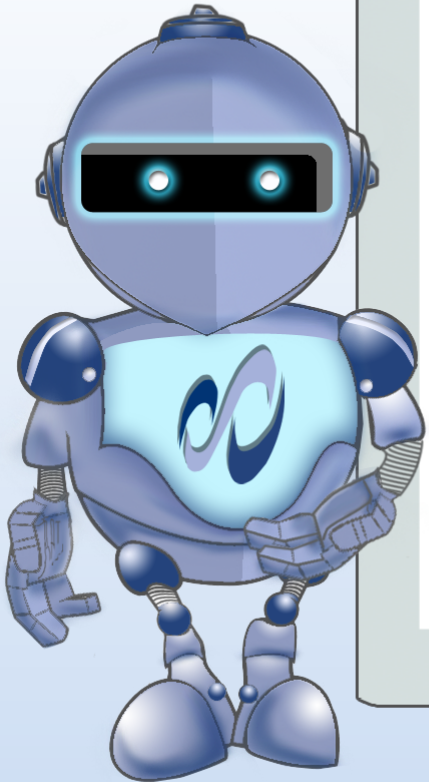
Workload Sub-Task: 16544 - 113
Title: test

Download Edit Attachment Type Title Description Uploaded By Uploaded On

[RQMTMODEL_1.1.pdf](#) GRAPHICS

Resource	Role	Affiliated	
		AOR	System
Cheryl.Glazer	Bus Workload Manager	<input type="checkbox"/>	<input checked="" type="checkbox"/>
David.Allison	SME	<input type="checkbox"/>	<input checked="" type="checkbox"/>
David.Navarro	Dev Workload Manager	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Eric.Jonsson	Developer	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hannah.Walden	BA Lead	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Isabelle.Nelson	BA	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Matt.Belcher	Developer	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Michael.Jacobs	Developer	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Nick.Bailey	Developer Lead	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Shahir.Arif	BA	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Take Aways



- WTS uses a Hierarchy to group important fields from Contracts to Sub-Tasks
- CRs are our link to the Contract for Workload, and indicated both Customer and ITI priorities
- Release Deployment AORs communicate the CMMI/PD2TDR process, using Program MGMT and Deployment Workload Allocation to organize Work Areas
- Primary Tasks identify the main description fields of the workload
- Sub-Tasks are a breakout of the workload that encompass the same attributes
- Properly maintaining Primary Tasks and Sub-Tasks is essential not only to accomplishing the tasks, but to provide integrity in metrics and reporting

