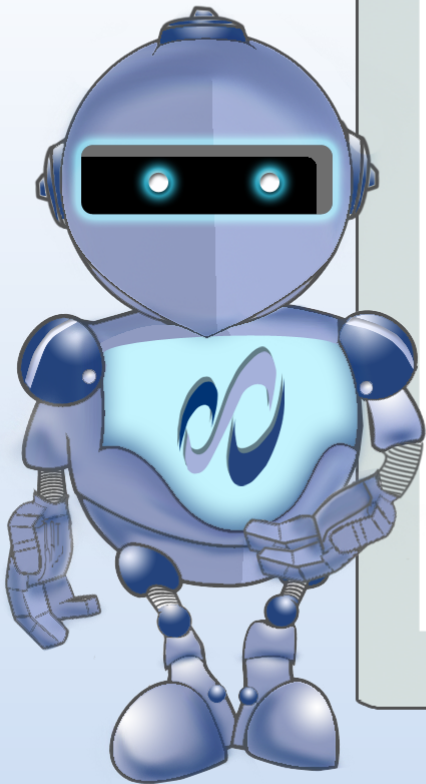


WTS AOR Maintenance

WTS_U102_ITI

Learning Objectives



Upon completion of this course, you will:

- Know what an AOR is
- Understand the best practices for AOR use
- Understand the importance of properly creating and maintaining AORs to properly communicate the workload to the customer and to the team
- Know what the attributes of an AOR are and the best practices for their use



What is an AOR?

In the Hierarchy of WTS the Area of Responsibility (AOR) is a grouping of workload to accomplish a mission. AORs will either communicate workload to a customer specific to what the customer has requested or internally for workload as the resources understand it. CRs represent how workload fits within scope of the contract, while the one or more AORs that belong to each CR for a release specify the efforts being worked.

AOR (Each Primary & Sub-Task belong to one of each):

- Release/Deployment Management: Indicate the specific objective of the workload, as well as why it matters.
- Workload Management: Indicate whether workload is part of the current sprint, is queued up to be worked, or will be worked in the future.

AORs in turn help us communicate our workload to each other and also help to communicate it to the CRs which communicate it to the customer.

Sub-Task

What are AOR Best Practices?

An AOR is designed to Group workload into specific objectives that are called out in CRs. AORs are broken into pieces by Primary Tasks and Sub Tasks which specifically call out the work being completed.

NOTE: AORS exist in two types Release/Deployment AORS and Workload MGMT AORS. As discussed in the previous course the Release/Deployment AORS help us to communicate workload we are doing to each other and to the customer. Workload MGMT AORS help us communicate as a team as to when workload will be worked. The Workload MGMT AORS are set for now. So this course will focus on Release/Deployment AORS

The best practice of using a AOR is to break out workload called out by CRs into missions that allows the team to accomplish that CR by accomplishing all of the missions.

Creating and Maintaining an AOR – What you need to know before creating an AOR

- A descriptive AOR Name. This is a descriptive name that calls out the Mission the AOR.
- The Primary System the AOR is to be associated to.
- The AOR Workload Type – as pointed out earlier the Workload MGMT Type AORs are already set. So new AORS will be Release/Deployment AOR MGMT Types
- The Workload Allocation of the AOR – Driven by Contract, these will vary in name but they will fall in one of 3 categories Program MGMT (Mandates), Deployment (Workload delivered in a Deployment), or Production (Workload done as Production Support).
- Visible to Customer – this indicates if the workload is to be shown to the Customer via the CR Report.
- CR – this will be the CR that the AOR is breaking down into a mission.
- Tasks that break down the workload of the AOR Mission. (At least one parent to Start. Can be accomplished on the task as well.)

Creating an AOR – Name & Description

ADD/EDIT AOR

Select AOR

AOR Name:

	AOR #	AOR Name
<input type="checkbox"/>	304	18.1.002 Performance Testing
<input type="checkbox"/>	285	Preparation & Testing to Initiate Process (Pricing/Baseline/Other)

In order to access the “Add/Edit AOR” window, navigate to AOR grid and click “Add/Edit” in the top right corner.

When creating a new AOR, the user has the ability to search for a name to confirm it does not already exist.

ADD/EDIT AOR

AOR Navigation

- ✓ Select AOR
- ✓ Select AOR Attributes
- Select AOR Release Attributes
- Select AOR Release Systems
- Select AOR Release Resources
- Select AOR Release CRs
- Select AOR Release Tasks

Select AOR Attributes (Test)

Description:

Creating an AOR – Release Attributes

“Release, Primary System,” “Workload Allocation,” and “AOR Workload Type” are all attributes that determine how and where the AOR appears in a generated CR Report.

ADD/EDIT AOR

AOR Navigation

- ✓ Select AOR
- ✓ Select AOR Attributes
- ✓ Select AOR Release Attributes
- Select AOR Release Systems
- Select AOR Release Resources
- Select AOR Release CRs
- Select AOR Release Tasks

Select AOR Release Attributes (Test)

Release:

18.2

Primary System:

Workload Allocation:

AOR Workload Type:

Release/Deployment MGMT

Workload MGMT

Program MGMT

Deployment

Production

ACC/GIO SIPR

NCII ACC GIO

ANG CAFDEx WSS and FHP DS

ANG WSS Direct Support

Contract 16-21 ANG Contract RQMTs

ANG FHP Direct Support

Infrastructure ANG CAFDEx

Travel pd for by ANG

FHP FHPM Websystem

FHP FTPM Websystem

FHP CAFDEx

Business Development Sales and Marketing

Travel Pd for Business Development, Sales, and Marketing

R&D FHP FFPM Websystem

CAFDEx CAM Contract

Contract 16-21 CAFDExCAM

Travel pd for by CAM

WSS FPM CAFDEx

[Other AOR](#) [Back](#) [Next](#)

The “Release” dropdown value will always default to the current release.

Creating an AOR – Systems & Resources

AOR Navigation

- ✓ Select AOR
- ✓ Select AOR Attributes
- ✓ Select AOR Release Attributes
- ✓ Select AOR Release Systems
- Select AOR Release Resources
- Select AOR Release CRs
- Select AOR Release Tasks

ADD/EDIT AOR

Select AOR Release Systems (Test) System Name: Clear

	System
<input type="checkbox"/>	ANG FHP Direct Support
<input type="checkbox"/>	ANG WSS Direct Support
<input type="checkbox"/>	CAFDEx Common all Systems
<input type="checkbox"/>	CAFDEx Portal
<input type="checkbox"/>	Contract 16-21 ANG Contract RQMTs
<input type="checkbox"/>	Contract 16-21 ANG Support
<input type="checkbox"/>	Contract 16-21 CAFDExCAM
<input type="checkbox"/>	Contracting
<input type="checkbox"/>	Employee Support ex. Reviews, Train, On Ramping
<input type="checkbox"/>	FHP CAFDEx
<input type="checkbox"/>	FHP FHPM Websystem
<input type="checkbox"/>	FHP FTPM Websystem
<input type="checkbox"/>	Infrastructure
<input type="checkbox"/>	Infrastructure ANG CAFDEx
<input type="checkbox"/>	Infrastructure CAM CAFDEx

ADD/EDIT AOR

Select AOR Release Resources (Test) Resource Name: Clear

	Resource
<input type="checkbox"/>	Aaron.Arnott
<input type="checkbox"/>	Aire.Cobb
<input type="checkbox"/>	Andy.Taylor
<input type="checkbox"/>	Anna.Knapp
<input type="checkbox"/>	Anthony.Doan
<input type="checkbox"/>	Bill.Weaver
<input type="checkbox"/>	Bob.Spencer
<input type="checkbox"/>	Bobbie.Sasser
<input type="checkbox"/>	Bradley.Singer
<input type="checkbox"/>	Brian.Duby
<input type="checkbox"/>	Bryan.Arnott
<input type="checkbox"/>	Business.Complete
<input type="checkbox"/>	Cambridge.Dorman
<input type="checkbox"/>	Casey.Daniels
<input type="checkbox"/>	Cheryl.Glazer

Close Save And Close Save And Select Another AOR Back Next

The user has the ability to affiliate additional systems to an AOR and resources who support it.

Creating an AOR – CRs & Tasks

AOR Navigation

✓ Select AOR

✓ Select AOR Attributes

✓ Select AOR Release Attributes

✓ Select AOR Release Systems

✓ Select AOR Release Resources

✓ Select AOR Release CRs

Select AOR Release Tasks

ADD/EDIT AOR

Select AOR Release CRs (Test)

0 CRs Checked

CR Coordination: 5 of 6 selected

CR Contract: All selected

	CR Customer Title	CR Internal Title	CR Contract	Related Release	CR Coordination
<input type="checkbox"/>	MIL CAFDEx Server Upgrade	MIL CAFDEx Server Upgrade		16.2.A	Warranty
<input type="checkbox"/>	508 Compliance	508 Compliance	CAFDEx CAM Contract	0.1.0, 16.2.B	Warranty
<input type="checkbox"/>	AMR Re-Host	AMR Re-Host		16.2.B	Warranty
<input type="checkbox"/>	ANG Deployment MGMT	Deployment MGMT	ANG CAFDEx WSS and FHP DS	18.1	
<input type="checkbox"/>	ANG Release MGMT		ANG CAFDEx WSS		
<input type="checkbox"/>	Attachments Enhancement				
<input type="checkbox"/>	Automated Test Initiative for CAFDEx				
<input type="checkbox"/>	Business Development				
<input type="checkbox"/>	CAFDEx ANG Contract Program Management and Compliance				
<input type="checkbox"/>	CAFDEx ANG Direct Support and Configuration Involving Evaluation, Adoption, and Decision Support				
<input type="checkbox"/>	CAFDEx ANG Supportment & Support for Data Integrity				

AOR Navigation

✓ Select AOR

✓ Select AOR Attributes

✓ Select AOR Release Attributes

✓ Select AOR Release Systems

✓ Select AOR Release Resources

✓ Select AOR Release CRs

✓ Select AOR Release Tasks

ADD/EDIT AOR

Select AOR Release Tasks (Test)

0 Filters Applied

Task #: Search for multiple tasks by comma separating task #s. Search

0 Tasks Checked

Close

Save And Close

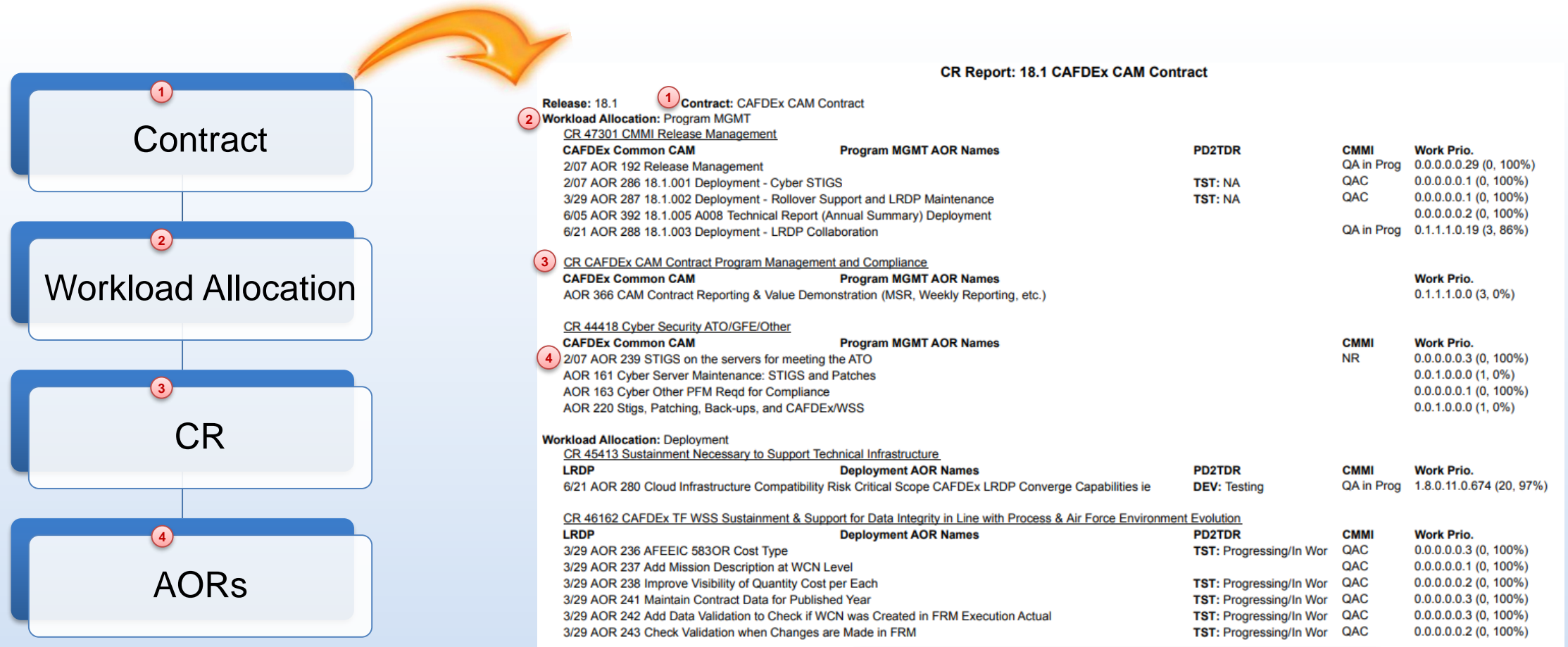
Save And Select Another AOR

Back

Next

In order for the AOR to appear in a CR Report, the AOR must be affiliated to a CR belonging to the desired contract. Additionally, the AOR must have a Primary Task affiliated to it.

Visual of WTS Hierarchy to the CR Report



The CR Report cascades down similar to the WTS Hierarchy.

AOR Associations on the CR Report

CR Report: 18.1 CAFDEx CAM Contract

The Workload Allocation of the AOR driven by Contract and will fall in one of the following:

- Program MGMT (Mandates)
- Deployment
- Production

The CRs are grouped by Workload Allocation, belonging to only one. The CR's association with the AOR determine how it is placed on the CR Report.

The AORs are organized by Suite, Deployments, and AOR numbers respectively. The Primary System of the AOR determines the Suite that AOR is grouped in for the CR Report.

Release: 18.1 Contract: CAFDEx CAM Contract				
Workload Allocation: Program MGMT				
<u>CR 47301 CMMI Release Management</u>				
CAFDEx Common CAM	Program MGMT AOR Names	PD2TDR	CMMI	Work Prio.
2/07 AOR 192 Release Management			QA in Prog	0.0.0.0.0.29 (0, 100%)
2/07 AOR 286 18.1.001 Deployment - Cyber STIGS		TST: NA	QAC	0.0.0.0.0.1 (0, 100%)
3/29 AOR 287 18.1.002 Deployment - Rollover Support and LRDP Maintenance		TST: NA	QAC	0.0.0.0.0.1 (0, 100%)
6/05 AOR 392 18.1.005 A008 Technical Report (Annual Summary) Deployment				0.0.0.0.0.2 (0, 100%)
6/21 AOR 288 18.1.003 Deployment - LRDP Collaboration			QA in Prog	0.1.1.1.0.19 (3, 86%)
CR CAFDEx CAM Contract Program Management and Compliance				
CAFDEx Common CAM	Program MGMT AOR Names			Work Prio.
AOR 366 CAM Contract Reporting & Value Demonstration (MSR, Weekly Reporting, etc.)				0.1.1.1.0.0 (3, 0%)
<u>CR 44418 Cyber Security ATO/GFE/Other</u>				
CAFDEx Common CAM	Program MGMT AOR Names		CMMI	Work Prio.
2/07 AOR 239 STIGS on the servers for meeting the ATO			NR	0.0.0.0.0.3 (0, 100%)
AOR 161 Cyber Server Maintenance: STIGS and Patches				0.0.1.0.0.0 (1, 0%)
AOR 163 Cyber Other PFM Req'd for Compliance				0.0.0.0.0.1 (0, 100%)
AOR 220 Stigs, Patching, Back-ups, and CAFDEx/WSS				0.0.1.0.0.0 (1, 0%)
Workload Allocation: Deployment				
<u>CR 45413 Sustainment Necessary to Support Technical Infrastructure</u>				
LRDP	Deployment AOR Names	PD2TDR	CMMI	Work Prio.
6/21 AOR 280 Cloud Infrastructure Compatibility Risk Critical Scope CAFDEx LRDP Converge Capabilities ie		DEV: Testing	QA in Prog	1.8.0.11.0.674 (20, 97%)
<u>CR 46162 CAFDEx TF WSS Sustainment & Support for Data Integrity in Line with Process & Air Force Environment Evolution</u>				
LRDP	Deployment AOR Names	PD2TDR	CMMI	Work Prio.
3/29 AOR 236 AFEEIC 583OR Cost Type		TST: Progressing/In Wor	QAC	0.0.0.0.0.3 (0, 100%)
3/29 AOR 237 Add Mission Description at WCN Level			QAC	0.0.0.0.0.1 (0, 100%)
3/29 AOR 238 Improve Visibility of Quantity Cost per Each		TST: Progressing/In Wor	QAC	0.0.0.0.0.2 (0, 100%)
3/29 AOR 241 Maintain Contract Data for Published Year		TST: Progressing/In Wor	QAC	0.0.0.0.0.3 (0, 100%)
3/29 AOR 242 Add Data Validation to Check if WCN was Created in FRM Execution Actual		TST: Progressing/In Wor	QAC	0.0.0.0.0.3 (0, 100%)
3/29 AOR 243 Check Validation when Changes are Made in FRM		TST: Progressing/In Wor	QAC	0.0.0.0.0.2 (0, 100%)

Work Priority holds 8 values total

The first 6 are a total and separated by "." They are as follows:

- Emergency Workload
- Current Workload
- Run the Business
- Staged Workload
- Unprioritized Workload
- Closed Workload

The last 2 are separated by ",", They are as follows:

- Percentage open
- Percentage complete

These Values are a rollup of Tasks (Primary and Sub-tasks) associated with the AOR



Remember: All of these fields are inherited from the AOR's Details Tab.
Projects Module > AOR > Go To AOR # > Details Tab

AOR Sections – Details, AOR Systems, & AOR Details

These sections are the values selected when we Created the AOR. They are the values essential to AOR Creation.

192 - Release Management (CAM CAFDEx)
Release: 18.2
Go to AOR #
Related Items
Back To AOR Grid

Details
Attachments (12)
Meetings (3)

+ Details
Archive
Cancel
Save

AOR #: 192
Created: joseph.porubsky - 9/22/2017 6:29 AM
Updated: joseph.porubsky - 7/20/2018 7:30 AM

AOR Name: Release Management (CAM CAFDEx)

Label:

Approved: ☒ By: Joseph.Porubsky On: 11/28/2017 11:11 AM

- 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

AOR Status:
Visible To Customer: ☒

AOR Sections – PD2TDR, CRs, & Work Tasks

PD2TDR (Release) Details

PD2TDR Phase	Workload Priority	PD2TDR Derived Status
Planning	0.0.0.0.0 (0, 0%)	Not Ready
Design	0.6.1.0.17.3 (24, 11%)	NA
Develop	0.0.0.0.0 (0, 0%)	NA
Test	0.0.0.0.0 (0, 0%)	NA
Deploy	0.0.0.0.0 (0, 0%)	Not Ready
Review	0.1.0.0.0 (1, 0%)	Ready

The PD2TDR(Release) Details Area – communicates the PD2TDR calculated values for the AOR associated tasks. This is currently still under development.

CRs (1)

CR Customer Title	CR Internal Title	CR Description	Contract	Related Release	CAM Priority	LCMB Priority	Airstaff Priority	ITI Priority	CR Coordination
(1) CMMI Release Management	Release Management in Accordance with CMMI Appraised Processes	This includes all tasks associated with managing the release to include project manag...	CAFDEx CAM Contract					1	Approved

This is the CR associated with the AOR.

Work Tasks (99)

Work Task	System(Task)	Product Version	Production Status	Priority	SR Number	Assigned To	Primary Resource	Status	Percent Complete
16993 - 3 Artifact: Functional Requirements Definitions Versions (Contained within CVTs)/RTM Tool	Infrastructure CAM CAFDEx	18.2	Release Sustainment	High	0	Joseph.Porubsky	Joseph.Porubsky	New	0
16993 - 2 Artifact: 8B A004 Software Test Description	Infrastructure CAM CAFDEx	18.2	Release Sustainment	High	0	Joseph.Porubsky	Joseph.Porubsky	New	0
16993 - 1 Artifact: 8A A002 Software Test Plan	Infrastructure CAM CAFDEx	18.2	Release Sustainment	High	0	Joseph.Porubsky	Joseph.Porubsky	New	0
16993 (Test) 5.1 Develop a Test Plan	Infrastructure CAM CAFDEx	18.2	Release Sustainment	High		Joseph.Porubsky	Joseph.Porubsky	New	0
16955 - 3 Artifact: AOR Project Management Report	Infrastructure CAM CAFDEx	18.2	Release Sustainment	High	0	Joseph.Porubsky	Joseph.Porubsky	Closed	0
16955 - 2 5.5.2 Initiate Execution Tools upon CR approval by ITI and CAM and/or CSRD approval by the IRRB initiate ITI's Quality Assurance Audit Tool, Area of R	Infrastructure CAM CAFDEx	18.2	Release Sustainment	High	0	Joseph.Porubsky	Joseph.Porubsky	New	0
16955 - 1 5.5.1 Initiate Project Planning Utilizing Standard Guidance, Standard Processes & the Project Charter & Project Management Plan	Infrastructure CAM CAFDEx	18.2	Release Sustainment	High	0	Joseph.Porubsky	Joseph.Porubsky	New	0
16955 DUPLICATE (Planning) 5.5 Initiate Project Management Tools	Infrastructure CAM CAFDEx	18.2	Release Sustainment	High		Joseph.Porubsky	Joseph.Porubsky	Closed	0
16954 - 3 Artifact: AOR Project Management Report	Infrastructure CAM CAFDEx	18.2	Release Sustainment	High	0	Joseph.Porubsky	Joseph.Porubsky	Closed	0
16954 - 2 5.5.2 Initiate Execution Tools upon CR approval by ITI and CAM and/or CSRD approval by the IRRB initiate ITI's Quality Assurance Audit Tool, Area of R	Infrastructure CAM CAFDEx	18.2	Release Sustainment	High	0	Joseph.Porubsky	Joseph.Porubsky	New	0
16954 - 1 5.5.1 Initiate Project Planning Utilizing Standard Guidance, Standard Processes & the Project Charter & Project Management Plan	Infrastructure CAM CAFDEx	18.2	Release Sustainment	High	0	Joseph.Porubsky	Joseph.Porubsky	New	0
16954 DUPLICATE (Planning) 5.5 Initiate Project Management Tools	Infrastructure CAM CAFDEx	18.2	Release Sustainment	High		Joseph.Porubsky	Joseph.Porubsky	Closed	0

These are the Primary Tasks and Sub-Tasks Associated with the AOR to complete the mission of the AOR.

AOR Sections – Resources & History

Resources (5)

Release:

Add	Resource	Role	Allocation %	Enterprise Allocation %
Remove	Cheryl Glazer		0	0%
Remove	Dan Gilbert		0	0%
Remove	David Coulter		0	0%
Remove	Joseph Porubsky		0	0%
Remove	Shahir Arif		0	0%

Action Team:

Add

Resource

No Resources

History:

Field Changed	Old Value	New Value	Updated
AOR Name	Release Management	Release Management (CAM CAFDEx)	Joseph Porubsky 7/20/2018 7:30 AM
Workload Allocation	Program MGMT. TF/CAM Oversight, Compliance, & Mandates	Program MGMT	WTS 7/19/2018 4:53 PM
Previous Release	18.1	18.2	joseph.porubsky 6/26/2018 9:48 AM

These are the resources that will do the work the AOR communicates.

This is a list of Historical information of the AOR.

AOR Resources and Action Teams

WTS - Workload Tracking System 1.21

Welcome to WTS - david.allison Logout

My Profile Requested Reports SR ? Help CVT

Go to AOR# Related Items Back To AOR Grid

178 - Adoption of AOR Managing Tasks Release: 18.1

Details Attachments (0) Meetings (5)

AOR # 178
 AOR Name: Adoption of AOR Managing Tasks
 Label: Mission of Adoption of AOR Managing Tasks
 Created: david.allison - 9/13/2017 5:48 AM Updated: david.allison - 6/20/2018 12:01 PM

Approved: By: David Allison On: 9/13/2017 5:54 AM

AOR Systems (1)
 AOR Details
 PD2TDR (Release) Details
 CRs (1)
 Work Tasks (287)
Resources (20)
Release:

Add	Resource	Role	Allocation %	Enterprise Allocation %
Remove	Cambridge Dorman	SME	0	2%
Remove	David Allison	SME	0	0%
Remove	Eric Jonsson	Developer	0	0%
Remove	Hannah Walden	BA Lead	0	0%
Remove	Isabelle Nelson	BA	0	0%
Remove	Matt Belcher	Developer	0	0%
Remove	Michael Jacobs	Developer	0	0%
Remove	Nick Bailey	Developer Lead	0	0%
Remove	Sean Walker	Product Owner	0	10%
Remove	Shahir Araf	BA	0	0%

Action Team:

Add	Resource
Remove	Cambridge Dorman
Remove	Daniel Brandes
Remove	David Allison
Remove	Eric Jonsson
Remove	Hannah Walden
Remove	Isabelle Nelson
Remove	Matt Belcher
Remove	Michael Jacobs
Remove	Nick Bailey
Remove	Shahir Araf

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The AOR Resources Area has two sections below it: Release and Action Team.

The Release area speaks to the resources (people) who are associated with accomplishing the mission of the AOR. It allows for selection of the Role of the user as well as showing the Allocation of the user for the AOR.

The Action Team Area allows the Tasks Associated to an AOR with the AOR Workload Type of Release/Deployment MGMT to be assigned to a team rather than an individual. All resources (people) selected in this table will be Assigned To the task where the AOR Action Team is selected.



TIP: When Action teams have people selected on Release/Deployment AOR and action team is created for that AOR.

AOR Resources and Action Teams

WORK ITEM - [15907]

Review/Edit Task - 15907

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

Details Notes (0) Attachments (7)

Task History Cancel Save

Task Details:

Task: 15907 * AOR Functionality for Adoption
Submitted: david.allison - 9/14/2017 2:05:10 PM Updated: nick.bailey - 7/20/2018 1:27:30 PM

* System(Task): R&D WTS

* Resource Group: DEV - Build/Test

* Work Activity: DV2 - Develop Code

* Priority: High

* Status: Re-Opened

* Work Area: 0 - AOR Maintenance

* Functionality: UI/Coding Structure

* Product Version: 18.1 [Edit](#)

* Production Status: Production Support

Release/Deployment MGMT AOR

178 (P) - Adoption of AOR Managing Tasks

Workload Allocation: Production

Workload MGMT AOR

357 (O) - Current Sprint

Assigned To: AOR # 178 Action Team

Primary Resource: Nick Bailey

Assigned To Rank: 5 - Unprioritized Workload

Customer Rank: 99

Date Needed:

☐ IVT Required [Dependent Items \(3\)](#)

☐ Cascade AOR

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

Resource	Role	Affiliated	
		AOR	System
Anna Knapp		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bobbie Sasser		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cambridge Dorman		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cheryl Glazer	Bus Workload Manager	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Product Version	AOR
17.2	178 - Adoption of AOR Managing Tasks
18.2	357 - Current Sprint
18.1	178 - Adoption of AOR Managing Tasks

Development:

Percent Complete: 0

SR #:

Task Milestones:

Deployment:

Description:

Parent Task for AOR Functionality Improvements



TIP 1: When Action teams are created on a Release/Deployment AOR It will appear as an Assigned To value on an associated Primary Task.

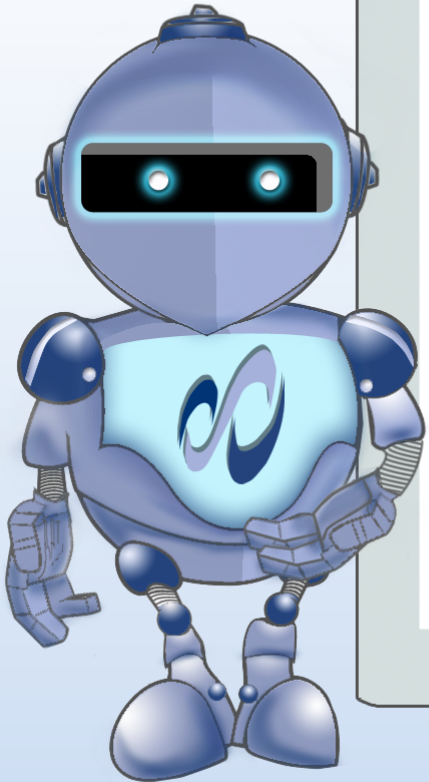


TIP 2: When Action teams are selected as the Assigned To value on a Primary task or Sub-Task. It will appear for all users in the Multi-Level Crosswalk.

Review

- An AOR is used to break out a CR (Customer Reconcile) into missions.
- The values selected on the AOR build the CR Report appropriately.
- It is important that descriptive names, correct associations, and correct values are chosen so the AOR helps to properly communicate the workload it represents to the customer and to the team.
- AOR Resources and Action teams both speak to who will do the work on the AOR.
 - AOR Resources – provide the pool of people doing the work.
 - AOR Action Teams allow the tasks associated with the AOR to be assigned to a group of selected people.

Take Aways



- An AOR is used to break out a CR (Customer Reconcile) into Missions
- The values selected on the AOR build the CR Report appropriately
- It is important that descriptive names, correct associations, and correct values are chosen so the AOR helps to properly communicate the workload it represents to the customer and to the team
- AOR Resources and Action Teams both speak to who will do the work on the AOR
 - AOR Resources provide the pool of people doing the work
 - AOR Action Teams allow the tasks associated with the AOR to be assigned to a group of selected people

