

# Engaging Support Teams

Team	Services Offered	When to Engage?	How to Engage?
Business Analyst aligned with BTL	<ul style="list-style-type: none"> <li>Elicitation and documentation of business requirements</li> <li>Transformation of business requirements to functional requirements</li> </ul>	<p>BAs may be engaged in the Demand Planning process to assist the SBU/FCE in completing the Demand Planning Form. They will also be engaged as part of the CER process to elicit and document the business requirements. Once the CER is approved, the a BA will work on the project to further elaborate the requirements into the appropriate artifacts as defined by the SDLC.</p>	<p>Contact the appropriate BTL based on the SBU/FCE requesting the work.</p>
Enterprise Solution Design Team	<ul style="list-style-type: none"> <li>Design enterprise solutions for new business opportunities</li> <li>Review application designs</li> </ul>	<p>Engage the ESD team early in the planning or design stages of a project. This can be during an RFP or RFI response cycle, or during, or immediately after requirements gathering for a new project or major enhancement.</p> <p>Appropriate projects for ESD participation in the context of the SDLC include:</p> <ul style="list-style-type: none"> <li>new systems, or enhancements to existing systems, that span multiple applications,</li> <li>significant new applications with strategic potential,</li> <li>enhancements to existing applications that may significantly alter interfaces with other applications,</li> <li>enhancements that change the underlying, fundamental technologies used by an application</li> </ul>	<p>For major, new projects, CPMO staff or Business Analysts will generally arrange for ESD participation as part of the project.</p> <p>For other projects, or for ad hoc consultations, the Solution Design website request form can be used to initiate an interaction:</p> <p><a href="https://sharepoint.etslan.org/srt/srtdiv/sdlc/webpages/Request%20Solution%20Design.aspx">https://sharepoint.etslan.org/srt/srtdiv/sdlc/webpages/Request%20Solution%20Design.aspx</a></p>
Software Testing Team	<ul style="list-style-type: none"> <li>Functional, Integration and Regression testing services to ensure high quality software and adherence to requirements</li> <li>Performance testing to ensure stable functionality and acceptable performance characteristics at specified concurrent user levels</li> </ul>	<p>Initial engagement occurs when cost estimates are gathered. Once projects are approved, ST should be engaged initially during the business requirement analysis phase. ST has continued involvement at various levels throughout SDLC.</p>	<p>Engaged via Release Management team. Visit the <a href="#">Software Testing sharepoint site</a> for more information.</p>

Team	Services Offered	When to Engage?	How to Engage?
Data Management Services Team (DMS)	<ul style="list-style-type: none"> <li>• Data Administration</li> <li>• Database Administration</li> <li>• Database Infrastructure</li> <li>• Data Warehouse and Business Intelligence</li> </ul>	<p>DMS provides 24x7 operational support and monitoring of the production, QA and test database for Oracle, MS SQL, IDMS and DB2 platforms for all ETS applications.</p> <p>Engage DMS for Full Lifecycle Database Services such as:</p> <ul style="list-style-type: none"> <li>• Cost Estimates for all Database related work</li> <li>• Database Design</li> <li>• Data Modeling</li> <li>• Metadata Management</li> <li>• Database Developments</li> <li>• Database Upgrades</li> <li>• Database Deployments</li> <li>• Database Implementations</li> <li>• Database Migration</li> <li>• Database and SQL Tuning</li> <li>• Database Monitoring</li> <li>• Database Security / Audit Encryption</li> <li>• Database Software Evaluation</li> <li>• Size and order all Database Hardware and SAN</li> <li>• Data Marts</li> <li>• Data Scrubbing</li> <li>• Data Matching</li> <li>• Data Replication</li> <li>• Advanced Reporting</li> <li>• COGNOS Cube Creation and Refresh</li> <li>• Dashboard Creation and Refresh</li> </ul>	<p>Visit the <a href="#">Data Management Services sharepoint site</a> and refer to How to engage with DMS..</p>

Team	Services Offered	When to Engage?	How to Engage?
User Experience Team	<ul style="list-style-type: none"> <li>Create UI wireframes</li> <li>Help with overall UI screen flow</li> <li>Review usability of UIs</li> <li>Coordinate usability testing</li> <li>Review content for quality and ETS style.</li> <li>Create graphics and templates</li> </ul>	<p>Engage the User Experience group (within the Digital Strategy &amp; User Experience department of C&amp;PA) for new or redesigned applications, online registration systems, computer- or internet-based tests, online forms and reports, executables or other web or desktop applications that:</p> <ul style="list-style-type: none"> <li>Require extensive user interface and interaction</li> <li>Have caused users confusion in the past</li> <li>Are high-profile or big investments for ETS</li> <li>Will be used by a large public/external audience or is mission-critical</li> <li>Will be used by an internal ETS audience and is mission-critical</li> <li>Are enterprise-wide systems that may have long-term impact on other systems</li> </ul> <p>User Experience involvement is mandatory for large, complex or critical applications that are public-facing (although level of involvement may vary depending on scope, schedule and resource availability).</p>	<ul style="list-style-type: none"> <li>For software/application projects, SBU/clients should first contact their Business Technology Leader (BTL). To engage the User Experience group for software/application projects, BTLs, Project Managers, Business Analysts or System Analysts should contact the Director of User Experience and provide: <ul style="list-style-type: none"> <li>Project description (include intended users, key goals, competition, success factors)</li> <li>Desired services</li> <li>Scope (screens, functions, user roles)</li> <li>Tentative schedule</li> </ul> </li> <li>For non-software/application projects (including websites that may contain mini-applications), or for requests for C&amp;PA services that do not require User Experience wireframe designs, SBU/clients should contact their C&amp;PA Account Manager.</li> </ul>
Engineering Team	<ul style="list-style-type: none"> <li>Implementation Review of Application</li> <li>Assist with middleware design/implementation</li> <li>Virtual Environment setup for development or testing</li> <li>Deploy builds to testing environments</li> <li>Performance Monitoring</li> </ul>	<p>Engage the Engineering team when introducing new applications and technologies. This includes middleware and implementation strategies. When development or testing environments are needed, consult with Engineering on creating/establishing Virtual environments to support these needs. During performance testing, Engineering provides the monitoring of the web/application servers to analyze the performance of the server.</p>	<p>Contact the Engineering team to engage our services for items listed in the services offered. Visit the <a href="#">Engineering sharepoint site</a> for more information.</p>

Team	Services Offered	When to Engage?	How to Engage?
Release Management Team	<ul style="list-style-type: none"> <li>Planning, scheduling and managing packaged releases in preparation for production deployment. Liaison to Release Engineering, Software Testing, DMS, and SCM teams.</li> </ul>	<p>Engage the Release Manager (RM) when planning for an upcoming release to production. Releases can be either new development or O&amp;M. Engage as early as possible, preferably in the application analysis phase, but no later than the application design phase.</p> <p>Information needed by Release Management Team:</p> <ul style="list-style-type: none"> <li>What is your application?</li> <li>Do you already have a RM that you work with?</li> <li>If not, contact: <a href="mailto:Release_Mgmt@ets.org">Release_Mgmt@ets.org</a></li> <li>Is there an existing product in Dimensions for your application?</li> </ul>	<p>Visit the <a href="#">Release Management sharepoint site</a> for more information.</p> <p>For a list of Release Mangers by project, visit the following URL: <a href="https://sharepoint.etslan.org/srt/step/TA/STEP%20Project%20List/Forms/AllItems.aspx">https://sharepoint.etslan.org/srt/step/TA/STEP%20Project%20List/Forms/AllItems.aspx</a></p>
Enterprise Architecture Office (EAO)	<ul style="list-style-type: none"> <li>Provide information on the lifecycle status of ETS standard technologies</li> <li>Technology evaluation, adoption, maintenance, advanced desktop rights, and variance processes</li> <li>Technology Variances</li> <li>Application architecture review</li> <li>Consultation on new solution design, application component design, troubleshooting, and modeling</li> <li>Provide lab resources</li> </ul>	<p>Please refer to <a href="#">When to Engage EAO</a></p> <p>EAO should be engaged any time there is a question about the use of technology. These questions can be about, but not limited to:</p> <ul style="list-style-type: none"> <li>Emerging technologies</li> <li>In-use technology architectures</li> <li>Application architecture</li> <li>Evaluations for technologies not currently in-use at ETS</li> <li>Reference materials</li> <li>Technology-based RFI (Request For Information) and PI (Project Initiation). EAO is a direct participant in these processes.</li> <li>Technology-based RFP (Request For Proposal) and SOW (Statement of Works). EAO should be contacted prior to these initiatives.</li> </ul>	<p>Please refer to <a href="#">How to Engage with EAO</a>.</p> <p>Visit the <a href="#">EAO sharepoint site</a> for more information.</p>
IT Risk Management (ITRM)	<ul style="list-style-type: none"> <li>Sensitivity/Criticality Assessment – Pre-Assessment</li> <li>Information Classification</li> <li>Identify and assess security risks/concerns – Full Security Assessment</li> <li>Establish high-level security objectives</li> <li>Security controls and assurance requirements</li> </ul>	<p>IT Risk Management should be involved in all phases of the SDLC. Especially in the inception of the business requirement. to ensure compliance to corporate security policies..</p> <ul style="list-style-type: none"> <li>New applications</li> <li>Major enhancements</li> </ul>	<p>Send email to <a href="mailto:itrm@ets.org">itrm@ets.org</a></p> <p>More Info: <a href="https://sharepoint.etslan.org/srt/itrm/default.aspx">https://sharepoint.etslan.org/srt/itrm/default.aspx</a></p>
Information Protection Office (IPO)	<ul style="list-style-type: none"> <li>N/A</li> </ul>	N/A	<p>More info: <a href="https://sharepoint.etslan.org/srt/ipp/default.aspx">https://sharepoint.etslan.org/srt/ipp/default.aspx</a></p>
Design & Enable Learning Team (SWS D&EL)	<ul style="list-style-type: none"> <li>Develop training materials and deliver training on our major internal applications.</li> </ul>	N/A	<p>More info: <a href="https://sharepoint.etslan.org/sws/del/Pages/default.aspx">https://sharepoint.etslan.org/sws/del/Pages/default.aspx</a></p>

