**General links**

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| --- | --- | --- | --- |
| Cisco Quality Policy, Code of Business Conduct, BMS | Rob's link <https://cisco.box.com/s/c0hkuypvimx3vhrqnotxbpaj3oxkqk5o>  Cisco link: <https://policy.cisco.com/cppc/function/6503/> | Quality Code, COBC, ISO summary | General |
| Training | [New Hire Onboarding Program - 30days](https://confluence-eng-sjc3.cisco.com/conf/display/CCE/New+Hire+Onboarding+Program+-+30days)  [Required Training https://cisco.box.com/s/hwbsf8xs1170tg2713a3hd4s1ecaud8w](https://cisco.box.com/s/hwbsf8xs1170tg2713a3hd4s1ecaud8w) | Tracking sheet | General |
| CloudCenter Roadmap | <https://cisco.box.com/s/l9jzbav0s2wumt84hiu7480cwi28u70o> |  | Strategy |
| BU Mission statement | Enable Cisco to win in a Multi-cloud Automated World • CPSG delivers a suite of products that contribute to achieving this vision • CloudCenter is one of the products |  |  |
| BU Roadmap/Direction | From Gaurav at monthly Engineering meeting |  | Strategy |
| Cisco Roadmap | From Chuck / monthly Cisco Beat |  | Strategy |
| Change Log | <https://confluence-eng-sjc3.cisco.com/conf/display/Dev/CloudCenter+Change+Log> |  | Strategy |
| **Requirements** | Customer requests: TAC enters CDETS which is sync'd to JIRA  Roadmap requirements: Rally user stories |  | Planning |
| **Dev Release Planning** | <https://cisco.box.com/v/release-planning-49x-49y> | 4.10 (aka 4.9.2, 4.9.y) | Planning |
| **Dev Process** | <https://confluence-eng-sjc3.cisco.com/conf/display/Dev/Engineering+Development+Process> |  | Execution/Dev |
| **Rally** | Features in 4.10 - TBD  [User Stories in 4.10](https://rally1.rallydev.com/#/93197142180d/userstories?tpsSK=agileState&tpsSO=0&tpsV=sq%3A248076771448)  example user story BLR  [F298](https://rally1.rallydev.com/#/130040481972d/detail/portfolioitem/feature/196940171684/userstories) Tagless Governance  [US5106](https://rally1.rallydev.com/#/130040481972d/detail/userstory/218155087532) - Functional Story  [US5428](https://rally1.rallydev.com/#/130040481972d/detail/userstory/230869483836) - Add test cases in TestRail and Execute them  [US5429](https://rally1.rallydev.com/#/130040481972d/detail/userstory/230869485924) - Add Test Automation  [US5006](https://rally1.rallydev.com/#/130040481972d/detail/userstory/218144148668) - Spike  [US4413](https://rally1.rallydev.com/#/130040481972d/detail/userstory/202132840368) - Spike  [PR](https://wwwin-github.cisco.com/cliqrtech/fallstreak/pull/5216)  [F286](https://rally1.rallydev.com/#/130040481972d/detail/portfolioitem/feature/192578443736) Lifecycle Actions  TBD - Functional Story  [US5426](https://rally1.rallydev.com/#/130040481972d/detail/userstory/230868125300) - Add test cases in TestRail and Execute them  [US5427](https://rally1.rallydev.com/#/130040481972d/detail/userstory/230868133732)- Add Test Automation  [PR](https://wwwin-github.cisco.com/cliqrtech/fallstreak/pull/4927)  User Stories in 5.0  [F363](https://rally1.rallydev.com/#/130040481972d/detail/portfolioitem/feature/216173577516/userstories): CORE Integration  TBD - Functional Story  [US5232](https://rally1.rallydev.com/#/114473492928d/detail/userstory/226541116468) - Authentication Integration  [US5236](https://rally1.rallydev.com/#/114473492928d/detail/userstory/226550658868) - Change charts for API prefixes for microservice communication  [US5542](https://rally1.rallydev.com/#/93197142180d/detail/userstory/232316918716) - Liveness and Readiness probes for services  PR  example 4.10 user story SJ  [F285](https://rally1.rallydev.com/#/95193070624d/detail/portfolioitem/feature/192536007044) - k8s support - phase 2 - multiple containers service per tier (user facing)  Requirements are here  [F270](https://rally1.rallydev.com/#/95193070624d/detail/portfolioitem/feature/181622996716) - Kubernetes Support - Phase 2 (engineering/Cloud Provider)  [US4025](https://rally1.rallydev.com/#/95193070624d/detail/userstory/192536019956) (Rollover)API: Container blade - support for add/reduce replicas  [US4345](https://rally1.rallydev.com/#/95193070624d/detail/userstory/201469895704/tasks) (Rollover)Lifecycle - support for add/reduce replicas  Test case link to Testrail is in Notes section  [PR](https://wwwin-github.cisco.com/cliqrtech/fallstreak/pulls?utf8=✓&q=is%3Apr+author%3Arishi++scaling+%20https://wwwin-github.cisco.com/cliqrtech/fallstreak/pulls?utf8=✓&q=is%3Apr+author%3Aspotluru++scaling+)  [F287](https://rally1.rallydev.com/#/95193070624d/detail/portfolioitem/feature/192861024272) AzurePack - Move to Cloudblade (engineering 5.0 preparation)  [US4224](https://rally1.rallydev.com/#/95193070624d/detail/userstory/197597677276) Cloudblade for AzurePack -Refactor cloud properties API  [US4225](https://rally1.rallydev.com/#/95193070624d/detail/userstory/197598764880) (Rollover)Cloudblade for AzurePack - Refactor Create Node APIs  [PR](https://wwwin-github.cisco.com/cliqrtech/fallstreak/pulls?utf8=%E2%9C%93&q=is%3Apr+US4224)  5.0 user story  [US5107](https://rally1.rallydev.com/#/95193070624d/detail/userstory/221989958012) CloudManager: Add cloud region changes |  | Execution/Dev |
| Dev Release Status | <https://confluence-eng-sjc3.cisco.com/conf/display/CCE/CloudCenter+Automation+Release+Status> |  | Execution/Dev |
| Dependencies | <https://confluence-eng-sjc3.cisco.com/conf/display/CCE/CloudCenter+Automation+Release+Status> | far right column | Execution/Dev |
|  |  |  |  |
| QA Process | <https://confluence-eng-sjc3.cisco.com/conf/display/qa/QA+Process> |  | Execution/QA |
| Exit Criteria | <https://confluence-eng-sjc3.cisco.com/conf/display/qa/QA+Process> | #5 **Release sign off** | Execution/QA |
| Release Process | <https://jira-eng-sjc4.cisco.com/jira/browse/REL-1> | Template cloned each release | Release |
|  |  |  |  |
| Monthly Dev Meetings | <https://cisco.box.com/s/b2dfppzgfkw30qehfpz4oawuaa44yt69> | Communication of org goals and initiatives | Communication |
| ReleaseRetrospectives | <https://confluence-eng-sjc3.cisco.com/conf/display/Dev/Release+Retrospectives> |  | Improvement |
| Gaurav Metrics | <https://cisco.box.com/s/0aud2jaw4mx77vyztd1k9f9mvkvqvcqh> |  | Improvement |
| CloudCenter Doc Central | <https://docs.cisco.com/share/page/site/nextgen-edcs/folder-details?nodeRef=workspace://SpacesStore/2cdc5812-047a-486c-bd05-292b20cdf3e2> | for official documents to be kept for a long time |  |
|  |  |  |  |
| ISO Project | <https://confluence-eng-sjc3.cisco.com/conf/display/Dev/CloudCenter+2018+ISO+9001+Audit> | This page | Reference |

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|  | **August 2018** |
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|  | **ISO/TL External Audit Opening VOD**    Welcome to the 2018 Annual ISO/TL External Audits.  As you may know, these audits are a great opportunity for Cisco to evaluate feedback about our business practices’ effectiveness from an objective 3rd party (TUV SUD America). In other words, audits help us assess the health of the business. Audit results or "findings" are helpful in identifying areas of improvement as we continue to strive for operational excellence.  **You are receiving this email because you have been identified as an auditee in the 2018 ISO/TL External Audit**.  We invite you to watch the [Opening Meeting VoD,](https://sharevideo.cisco.com/#/videos/d877f218-2761-4aa0-9561-ebb261706863) where Don Angspatt VP Business Operations, and executive sponsor of the 2018 ISO/TL External Audits along with Craig Casillas from TUV SUD America discuss the overall logistics and what you need to know to be best prepared for the audit.  It is highly recommended that you and your teams watch this video as it contains important information about the audit process, etc.  Additionally, the auditor will often check to see if you have viewed it.  You will be receiving (or have already received) Outlook invitations to your audit meetings: Audit Session, Daily Reviews and the Site Closing Meeting. If you have any questions regarding the ISO/TL External Audits please contact [iso-team@cisco.com](mailto:iso-team@cisco.com) or visit the [External Audit FAQ Webpage](http://wwwin.cisco.com/process/bes/iso_tl_external_audit.shtml) and/or the [Audit Preparedness Webpage](http://wwwin.cisco.com/process/bes/bmshome/audit_overview.shtml).  Lastly, instead of the physical quality and policy badges we now have an app. that you can download to your phone or tablet [here](http://estore.cisco.com/RequestCenter/website/ServiceCatalog/index.html?/services/1930).  Thank you,  Aakriti, Sushma and Shilpa  ISO Program Managers |

**Audit Meetings**

**INTERNAL AUDIT**

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| **Cloud Center Assessment - Closing mtg-20180621 1629-1** |
| Thursday, June 21, 2018 |
| 9:29 am  |  Pacific Daylight Time (San Francisco, GMT-07:00) |

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| [**Play recording**](https://cisco.webex.com/ciscosales/lsr.php?RCID=d95bcfa4d5354170a239e502beb82093) (17 min 20 sec) | |
| Recording password: rMumezV3 |  |

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| **Cloud Center Internal ISO Audit Kickoff-20180611 1636-1** |
| Monday, June 11, 2018 |
| 9:36 am  |  Pacific Daylight Time (San Francisco, GMT-07:00) |

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| [**Play recording**](https://cisco.webex.com/ciscosales/lsr.php?RCID=aa4aba3fd6e74ff79ac2fad30b4d2464) (14 min 10 sec) | |
| Recording password: Yptukmj3 |  |

**GAP ANALYSIS**

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| **ISO Gap Assessment Closing Meeting-20180221 1605-1** |
| Wednesday, February 21, 2018 |
| 8:05 am  |  Pacific Standard Time (San Francisco, GMT-08:00) |

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| [**Play recording**](https://cisco.webex.com/ciscosales/lsr.php?RCID=cabf4a82213a48ef85b45d17e09ab5a6) (36 min 34 sec) | |
| Recording password: rUmsD6pg |  |
| **ISO Gap Assessment Opening Meeting-20180212 1702-1** | | |
| Monday, February 12, 2018 | | |
| 9:02 am  |  Pacific Standard Time (San Francisco, GMT-08:00) | | |

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| [**Play recording**](https://cisco.webex.com/ciscosales/lsr.php?RCID=65a20f91e0f145909464ad8277337843) (17 min 39 sec) | |
| Recording password: DyS3dRUU |  |

**KICKOFF**

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| **ISO certification overview for CloudCenter-20180110 1634-1** | | |
| Wednesday, January 10, 2018 | | |
| 8:34 am  |  Pacific Standard Time (San Francisco, GMT-08:00) | | |
| [**Play recording**](https://cisco.webex.com/ciscosales/lsr.php?RCID=713a4c6f4be44471a4388abb4b846627) (55 min 3 sec) | |
| Recording password: RmZhbp5k |  |

**Helpful links (referenced in the audit process):**

* Cisco's [Strategy, Vision, Priorities](http://iwe.cisco.com/web/our-strategy/)
* [Code of Business Conduct](http://wwwin.cisco.com/c/cec/organizations/legal/ethics/cobc.html)
* Cisco’s [Business Management System](http://wwwin.cisco.com/process/bes/bms.shtml)
* [Corporate Core Business Processes](https://policycentral.cloudapps.cisco.com/cppc/function/6516/)
* [BMS General Awareness Training](http://wwwin.cisco.com/c/cec/organizations/cisco-services/ts/tso/cpa/bes/support.html)
* [ISO 9001](https://policycentral.cloudapps.cisco.com/cppc/function/6512/), [TL 9000](https://policycentral.cloudapps.cisco.com/cppc/function/6504/), & [ISO 14001](https://policycentral.cloudapps.cisco.com/cppc/function/6511/) programs
* [Internal Auditor Program](http://wwwin.cisco.com/c/cec/organizations/cisco-services/ts/tso/cpa/bes/auditor.html)
* [Cisco Quality Policy](https://docs.cisco.com/share/page/site/nextgen-edcs/document-details?nodeRef=workspace://SpacesStore/8201e44d-9af1-4968-8b40-37eb2bf022f3)
* [Environmental Policy](https://docs.cisco.com/share/page/site/nextgen-edcs/document-details?nodeRef=workspace://SpacesStore/f93542c8-96f4-4323-9e52-4c719965097c)
* [Cisco Policy and Process Central](https://policycentral.cloudapps.cisco.com/cppc/home)
* [TIARA - Track Internal Assessments Results & Actions](http://tiara.cloudapps.cisco.com/cse/Tiara/servlet/CS/auditActionItems?reportOid=245605&verifyFlag=Y)
* [CPDM FAQ](https://cisco.jiveon.com/groups/cisco-product-development-methodologies-cpdm/pages/faq)
* [Risk-Based-Thinking](http://isoconsultantpune.com/abp-consultant-iso-90012015-quality-management-system/risk-based-thinking-by-pretesh-biswas-apb-consultant/)
* [ERIM (Enterprise Records & Info Mgt)](https://cisco.jiveon.com/groups/enterprise-records-and-information-management-erim)

**Gap Analysis remediation**

These are the actions taken to remediate the gaps found from the Gap Analysis. Details are in the attached deck. Additional references link are below the table.

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| 1 | Familiarity with the code of quality | Quality Code, COBC, ISO summary emailed, posted on Box | <https://cisco.box.com/s/c0hkuypvimx3vhrqnotxbpaj3oxkqk5o> |
| 2 | Clarification and communication of org goals and initiatives and establish  regular cadence for communication | Gaurav business update at Monthly dev meeting | Included as part of monthly dev meetings |
| 3 | Review and implement needed engineering directives | Accessibility and ROI Calculation in process | <https://cisco.jiveon.com/docs/DOC-876142> |
| 4 | Capturing disposition of actions out of strategy meetings | Strategy and Commit Change Log | <https://confluence-eng-sjc3.cisco.com/conf/display/Dev/CloudCenter+Change+Log> |
| 5 | Capturing disposition of review comments and approval for requirements related artifacts | Feature Change Log | example: <https://confluence-eng-sjc3.cisco.com/conf/display/CCE/Quick+Deploy> |
| 6 | Documentation for changes to committed release content | Strategy and Commit Change Log | <https://confluence-eng-sjc3.cisco.com/conf/display/Dev/CloudCenter+Change+Log> |
| 7 | Capturing approvals (not by email) | Addressed by actions #4 & #5 |  |
| 8 | Store evidence that the release exit criteria was met when the release was approved | JIRA Release Readiness | example: <https://jira-eng-sjc4.cisco.com/jira/browse/REL-1114> <https://confluence-eng-sjc3.cisco.com/conf/display/qa/QA+Process> |
| 9 | Need to check that exit criteria in the commit slides matches what’s in the wiki process page | Commit slides are source of the truth. Updated wiki | incorporated into 4.10 draft commit deck |
| 10-14 | Duplicates of #9 |  |  |
| 15 | Formalize the FCS readiness review – consider using ThinOnline tool | Reviewing ThinOnline | implement for 5.0 |
| 16 | Review CPDM template to clarify which slides need to be present in commit presentations | Added ComplianceStanding and Change slides | incorporated into 4.10 draft commit deck |
| 17 | Commits done for major releases only | Reviewing ThinOnline | implement for 5.0 |
| 18 | Test plans and results, specs in Box. Need to be in EDCS to satisfy ERIM (retention) requirements | Added step in Release JIRA template to copy after each release | <https://jira-eng-sjc4.cisco.com/jira/browse/REL-1> - step 32  example: <https://docs.cisco.com/share/proxy/alfresco/url?docnum=EDCS-13234083> |