

34.1.3 Intranet Applications Operations Processes

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1.0 Purpose:

The purpose of this document is to provide a high level understanding of the processes required to run the Applications Management group and sustain long term operations of applications (initially SFANet).

2.0 Introduction:

This document accompanies a series of more detailed process descriptions that will depict the components needed to define a process (i.e., process definitions, process owners, inputs/outputs, steps, job aids, etc.).

The processes within this architecture are to be used on a daily basis by all Applications Management group members. Many of the processes interface with groups outside Applications Management. These groups are identified in the architecture as:

Users - The people within SFA who use services delivered by the Applications Management group.

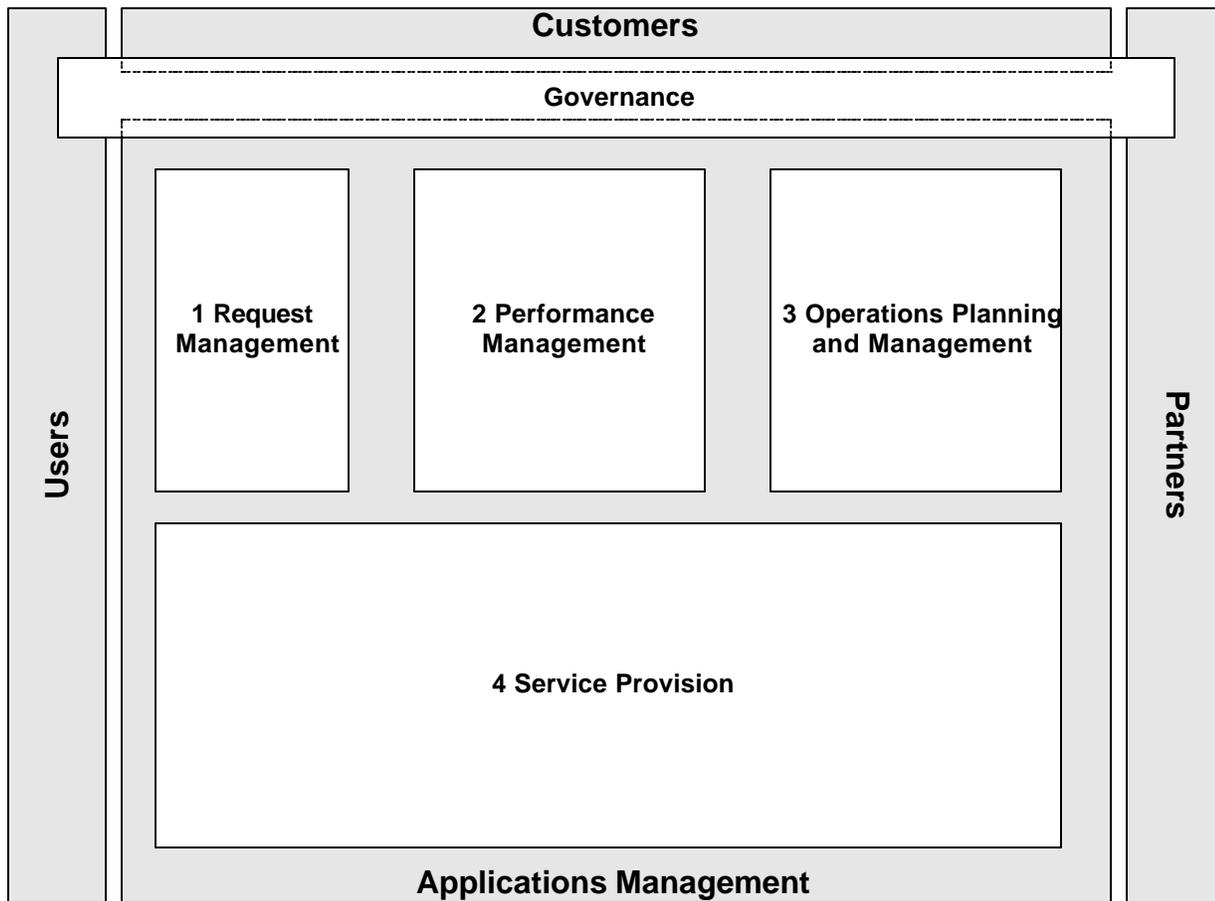
- End Users -- SFA employees who access SFANet content
- Content Contributors -- SFA employees who provide content to that will be implemented within SFANet
- Content Managers -- designated representatives from each of SFA and Enterprise Partners who are authorized to approve content before it is placed on SFANet

Customers - The individuals within SFA who purchase the services on behalf of the users and represent the user community in monitoring service performance and performing service planning activities.

- **SFA Sponsor** – The SFA Communications Director is the designated executive within SFA who owns SFANet (i.e. is responsible for client satisfaction in the business units) and provides sponsorship and strategic direction.

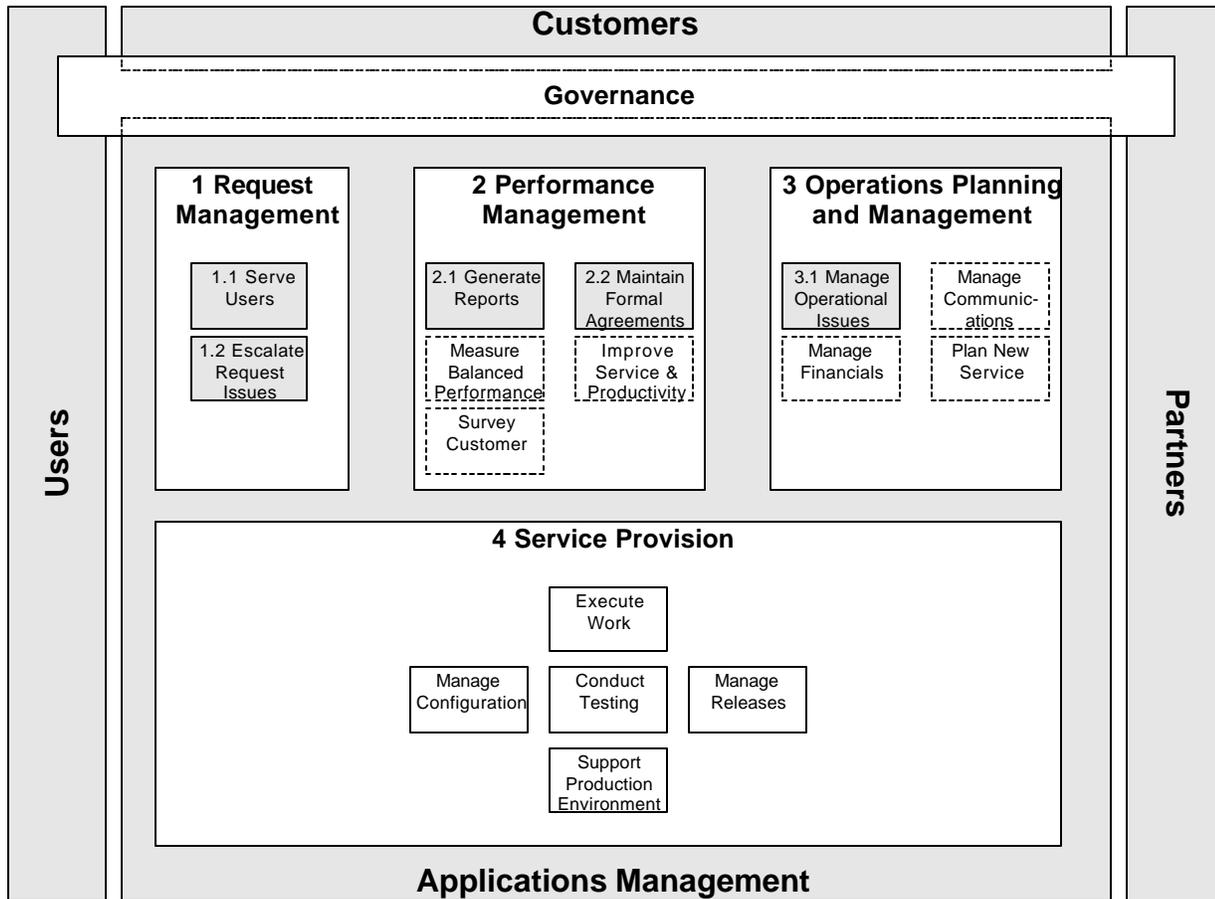
Partners - Groups external to SFA and Andersen Consulting whose co-operation is needed to provide services to SFA (Seat Management, VDC).

3.0 High Level Process Architecture:



The architecture is expected to evolve as the Applications Management group matures. This growth has been accounted for through the identification of optional future processes that may be added or modified as new applications are assigned to the group’s portfolio. Some of these optional future processes are represented in the diagrams below by dotted lines (see Legend on page 3 of this document).

4.0 Detailed Level Process Architecture:



Legend:



Basic operational capability included in Task Order 34



Existing capability from development project not included in Task Order 34



Optional future capability not included in Task Order 34

5.0 Architecture Description

1 Request Management – This process category contains the majority of the user facing processes which are used to resolve a request.

1.1 Serve User– This process group contains the processes associated with logging, validating, clarifying, classifying, controlling changes to, tracking, and closing requests for service. These requests can include queries, minor enhancements, bug fixes requests, or ad hoc (miscellaneous requests). Across this process group, the requestor is continually kept informed of the status of the request. The process group defines the activities performed in the event of an emergency or major incident request (Incident Management).

1.2 Escalate Request Issues– This process group defines the framework for escalating a request both internally and externally. It also documents the interface between Applications Management, SFA and the other Partners involved in resolving service requests. It provides the.

2 Performance Management - This process category considers the requirements necessary to manage the relationship with SFA. Within it are the activities related to preparing and evaluating the level of service provided to SFA, the process for maintaining relationships and the activities for maintaining formal agreements.

2.2 Maintain Formal Agreements – This process group defines the process to measure performance against the service agreements and then make appropriate corrective action. It includes the steps required to redefine these agreements if necessary.

Measure Balanced Performance - This process group defines the steps required to measure, report, and act to sustain a balanced organization which sustains employee satisfaction, growth, customer satisfaction, etc.

Survey Customer - This process group outlines the major components of Customer Relationship Management in which customer needs are understood, measured and achieved.

Improve Service & Productivity – Work with the stakeholders to develop and maintain a list of expectations to be met during the ongoing delivery of services. Develop an infrastructure to monitor expectations and perform assessments as well as identify and implement improvements.

3 Operations Planning and Management – These process groups encompass the management and planning activities related to internal and external communications, financial activities, and account planning required to run the group's operations as a business.

3.1 Manage Operational Issues – This process group identifies the steps to be taken both internally and externally to take a management issue or problem and escalate it to the appropriate individuals for resolution.

Manage Communications – This process group covers the steps needed to ensure that all stakeholders (internal and external) receive the information they need to perform their functions. This includes maintaining and executing a communications plan, and maintaining contact information of all stakeholders

Manage Financials – This process group ensures the day to day financial performance of the engagement. It includes maintaining effective financial control of the engagement, ensuring completeness and accuracy of financial recording, and providing financial information for ongoing management decision making.

Plan New Service – This process group outlines the steps to identify and develop a new service to users or to the customer.

4 Service Provision – This process group delivers the core of the design-build services provided to the user (coding, testing, etc.). It also includes any ongoing maintenance or non-request initiated services.

Support Production Environment – This process group includes steps for monitoring the performance of the applications as well as planning the applications capacity.

Configuration Management – This process group contains processes to maintain the integrity of the overall application in each environment as changes are made and migrated.

Release Management – The steps to group and move changes through development, testing and release.

Test Execution – The steps required to check for mistakes and problems prior to releasing changes into the production environment.

6.0 Process Glossary

Customers – The individuals within SFA who purchase the services on behalf of the users and represent the user community in monitoring service performance and performing service planning activities. These individuals may also be users themselves (Communications Director, CIO).

Deliverables – Physical or tangible items that are produced as a result of a process (i.e. a report).

End Users – The users of our users. (i.e. A Tier II help desk's end users are the Tier I help desk users)

Entrance Criteria – Conditions that must be met prior to commencing a process. These conditions are not tangible documents.

Exit Criteria - Conditions that must be met to consider a process as complete (the entrance criteria for the next process).

Input(s) – An entity that will change state as a result of the activities being performed on it. An input is usually a tangible item.

OLA-Operating Level Agreement – an agreement between a service provider and a customer or two service providers that outlines the services and provisions needed by each party to deliver services to the customer.

Outcomes – Non-tangible changes in state which are produced as a result of a process, or step (i.e. Report was reviewed. This means that the report has gone from a state of being “not reviewed” to a state of being “reviewed”).

Output(s) – An entity or condition produced as a result of the process. An Output is usually a tangible item.

Partners - Groups external to SFA and Andersen Consulting whose co-operation is needed to provide services to SFA (Seat Management, VDC, etc.).

Process Architecture Hierarchy:

Process Category

Process Group

Process (Step)

Procedures

Process Description – Document used to communicate the steps and other parameters involved in executing a process.

Process Owner – The party responsible for the operation of the process on an ongoing basis.

Related Documentation (Job Aids/Procedures) – Any documentation external to the Process Description which may help or guide an individual in completing a process.

Related Processes – Adjacent processes that are directly impacted or directly impact a current process.

Revised by – The full name of the last person to make significant updates to the process.

SLA- Service Level Agreement – an agreement between a customer and a service provider (in this case the Applications Management group) that defines the services being delivered and the level of service quality that will be met.

Step – One of many actions taking place within a process. Steps may have procedures that align to them.

Supplier(s) – The party responsible for providing some or all of the inputs to the process.

Tools – Reusable items that are used (but not consumed) in a process.

Users – The people within SFA who use the services delivered by Applications Management.

Version – The document number in a series of evolving documents.