

BAU Development Process – Support Bucket Overview



The following are the different Support Buckets available in the Aspen Grove Solutions Support System. Each bucket is an integral part of the BAU / Tier 2 Process. Tickets within each of the buckets are driven by both priority & status.

- Tier 2 Support Bucket
- Escalated Support Bucket
- Backlog Raw Bucket
- Backlog Development Bucket
- Release Bucket (There is a different release bucket for each agreed release bundle)



Tier 2 Support Bucket

Ticket Added By: AGS Tier 1 or PAS Tech
Assigned To: AGS Tier 2
Action: T2 troubleshoot, solve & close ticket.
 T2 completes RCA - if unable to resolve or if a code change is necessary the ticket will be escalated.

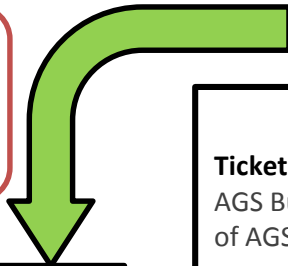


Escalated Support Bucket

Ticket Added By: **Break-fix** ticket is added by AGS Tier 2 Support.
Assigned To: AGS Business Analyst
Action: AGS BA may consult the BAU technical lead for technical assistance.
X Following a review of the Root Cause Analysis, if the AGS BA ascertains that the ticket is not a **break-fix** but is in fact an **enhancement** then the ticket will be assigned to the WF PMO team and ultimately closed.
 Otherwise, AGS BA adds the **break-fix** ticket to Backlog Raw.

WF PMO (External)

Change enhancements having come through WF change control process



Backlog Raw Bucket

Ticket Added By:
 WF PMO - Enhancement
 AGS Business Analyst, AGS Technical Lead, AGS Internal QA, AGS Developer
 AGS Tier 1 Support

Assigned to : WF BA / SA, AGS BA, PAS Tech

Action:
 AGS BA liaises with Wells Fargo BA/SA to finalize requirements for **enhancement**.
 AGS BA liaises with PAS Tech contact to determine if the **break-fix/technical improvement** tickets should progress.
 AGS BA completes BRD for **break-fix** & **technical improvement** tickets.
 AGS BA liaises with BAU developers if necessary.



Backlog Dev. Bucket

Ticket Added By & Prioritized By:
 AGS Business Analyst – on the instructions of AGS PMO having consulted with WF PMO

Assigned to :
 None

Action:
 BAU developer will pick up the ticket and begin working on the technical spec. (Priority driven)
 If necessary, the developer may liaise further with the BA.
 Technical spec is reviewed by technical lead.
 Once technical spec is approved, technical lead will attain estimates & the ticket will await development .



Release Bucket

Tickets Added By:
 BAU Technical Lead on the instructions of AGS PMO having consulted with WF PMO

Note, tickets are added based on team capacity.

Action:
 BAU Developer implements code changes & then QC checks their ticket.
 AGS QA team tests the ticket.
 WF IFT team tests the ticket.
 WF UAT team tests the ticket.
 Release sign-off is attained.

Tickets are deployed to Production as part of a scheduled release bundle.

Release bucket & all tickets are closed

Ticket Types & Entry

Enhancement type tickets can be added by WF PMO

Enhancement type tickets, **break-fix** type tickets & **technical improvement** type tickets can be added to the Backlog Raw by various different people within AGS

- A **break-fix** may be uncovered during a Project or BAU-bundle test phase, if this **break-fix** was in existence prior to current development and not within the scope of the ticket being tested, then it's added to the backlog raw bucket.
- **Break-fix** tickets can be added by AGS BA via Tier 2 via PAS Tech
- People are always encouraged to put forward **technical improvement** suggestions

What happens in backlog Raw?

- WF BA & AGS BA iron out any requirement details in the BRD/FSD for **enhancement** tickets
 - BRD's & FSD's are created by the Wells Fargo Business Analysts & System Analysts for **enhancement** tickets
- AGS BA liaises with PAS Tech to determine if **break-fix** tickets & **technical improvement** tickets should progress
- AGS BA creates a BRD for **break-fix** tickets & **technical improvement** tickets
 - The BRD for **break-fix** tickets will include a Root Cause Analysis
 - The BRD is necessary to prevent any ambiguity during the development & test phase, as well as providing user acceptance criteria.

When everything is in place, the ticket is moved to the Backlog Development bucket.



Ticket Types & Entry

Backlog DEV tickets can be added by AGS Business Analyst

– on the instructions of AGS PMO having consulted with WF PMO.

These tickets can be of type **Enhancement**, **Break-Fix** or **Technical Improvement**

What happens in Backlog Dev bucket?

- BAU developer will pick up the ticket and begin working on the technical spec. (Priority driven)
- If necessary, the developer may liaise further with the BA.
- Technical spec is reviewed by technical lead.
- Once technical spec is approved, technical lead will attain estimates & the ticket will await development .

When everything is in place, the ticket is moved to a Release bucket.



Ticket Types & Entry

Release tickets can be added by BAU Technical Lead

– on the instructions of AGS PMO having consulted with WF PMO

These tickets can be of type **Enhancement**, **Break-Fix** or **Technical Improvement**

What happens in the Release bucket?

- BAU Developer implements code changes & then QC checks their ticket.
- AGS QA team tests the ticket.
- WF IFT team tests the ticket.
- WF UAT team tests the ticket.
- Release sign-off is attained.

Tickets are deployed to Production as part of a scheduled release bundle.

Release bucket & all tickets are closed

