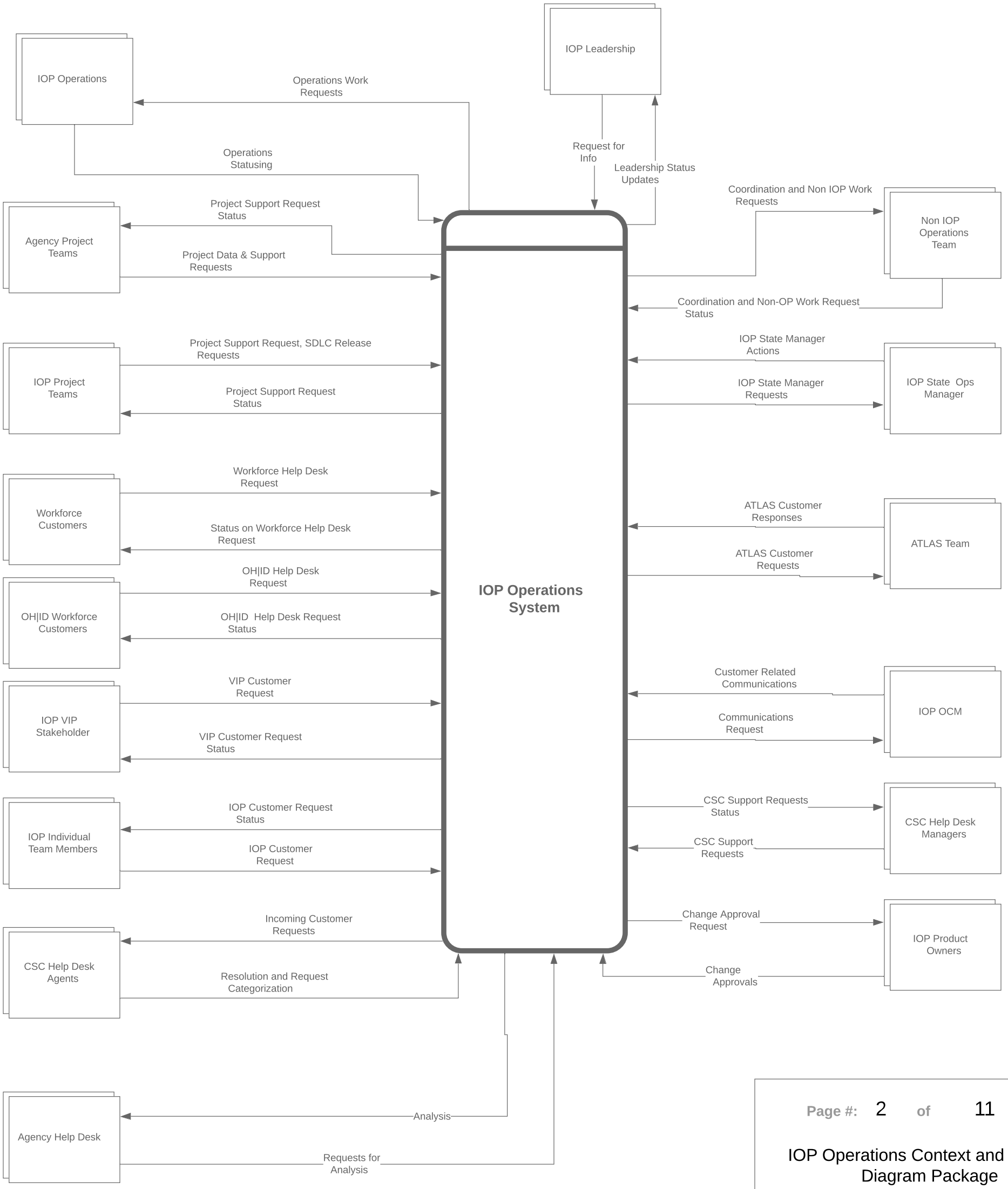
IOP Operations Context and Process Diagram Package

Document Info:

Created By	Atlas Team	Sept 23, 2019
Last Update By	Peter Dunham	Nov 27, 2019

Context: Ops Master System Context



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Level 0 Context: Ops Processes

IOP State Ops Manager

Ops manager resolutions and prioritizations

Escaltion/metrics to ops manager

1.0

Handle Customer Support Requests

IOP VIP Stakeholder

VIP Customer Request

VIP Customer Request Status

L2 Support Agent

Validations, Assignments, Stakeholder Comms

SME Updates

OPS SME For Fix Determination

Fix Recommendations

Fix Analysis Assignment

Agency Stakeholder

Customer Support Requests

Customer Support Request Stats

CSC

Relayed Suppor Requests

Relayed Support Request Status

End Users

End User Support Request

End User Support Status

Access Requests

Customer Support Request

Incidents

Root Cause

New Feature

Ops Work Item

IOP Internal Customer Request

IOP Internal Customeer Request Status

IOP Individual Team Members

Request for Root Cause Analysis

Service Desk Agent Notifications

Root Cause Analysis Expertise

OPS SME For Root Cause Analysis

Enhancement Request

Enhancemnt Request Status

IOP Product Owners

3.0

Plan and Execute Operations Work

Vendor Support

System Fix New Features Change Request

IOP Operations

Work Updates

Work Requests

IOP State Ops Manager

Ops Manager Priority

Work Status to Ops Managers

IOP Leadership

Leasdership Work Request

Leadership Work Request Status

Work Efforts (Epics)

Work Tasks

2.0

Manage Releases

IOP Project Teams

Project Team Change Request

Project Team Change Request Updates

IOP State Ops Manager

Ops State Mgr Release Approval Decisions

Ops State Mgr Release Approval Requests

IOP Product Owners

IOP Product Owner Release Approval Requests

IOP Product Owner Approval Decisions

Vendor Ops Manager

Vendor Ops Manager Approval Request

Vendor Ops Approval Decisions

Change Request

STG Deployment

Identified Work

Ops SDLC Release Status

Ops SDLC Release Requests (ie Patching)

IOP Operations

Root Cause (System Fixes)

Feature Request

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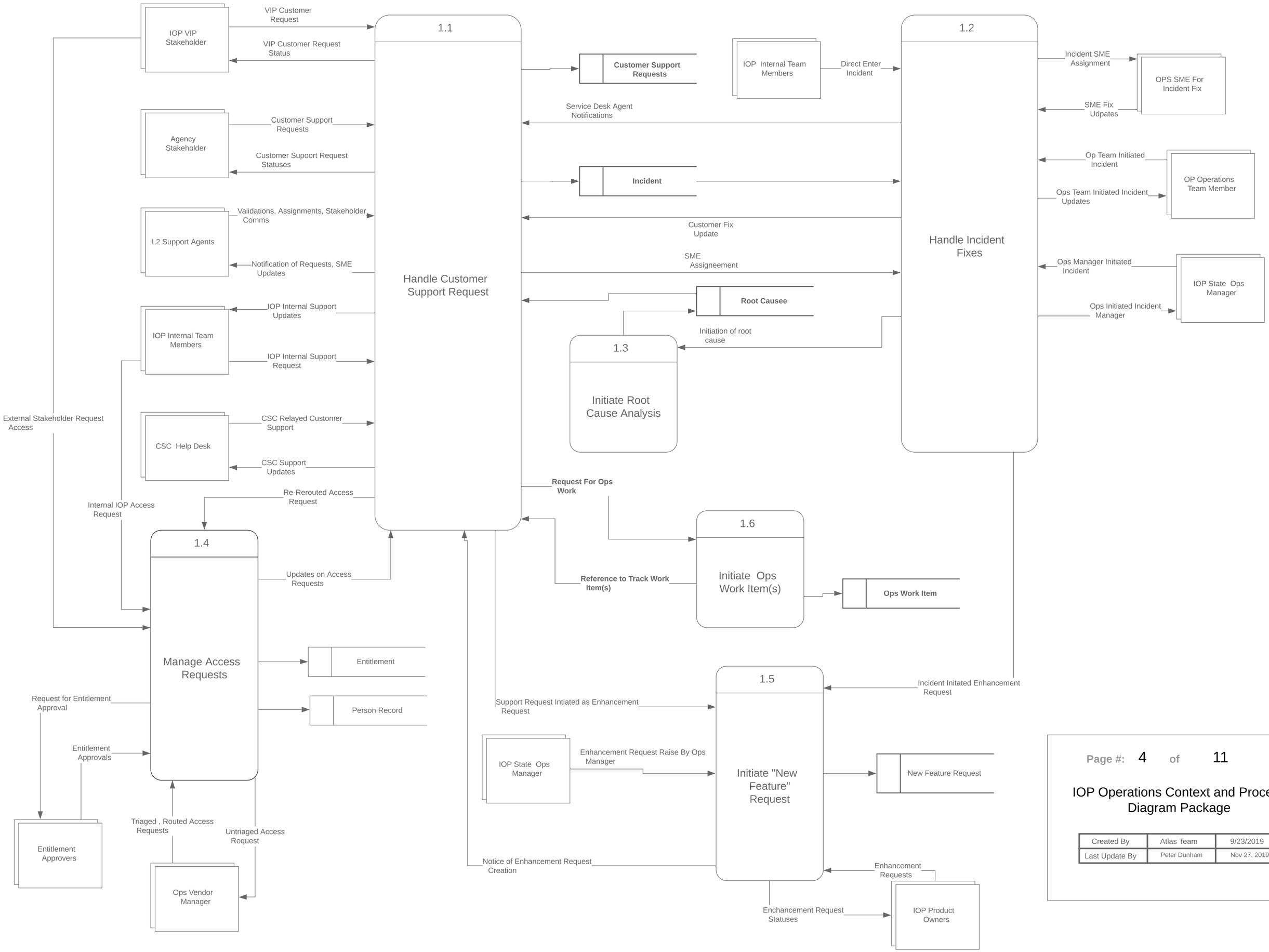
1.0 Context: Handle Customer Request



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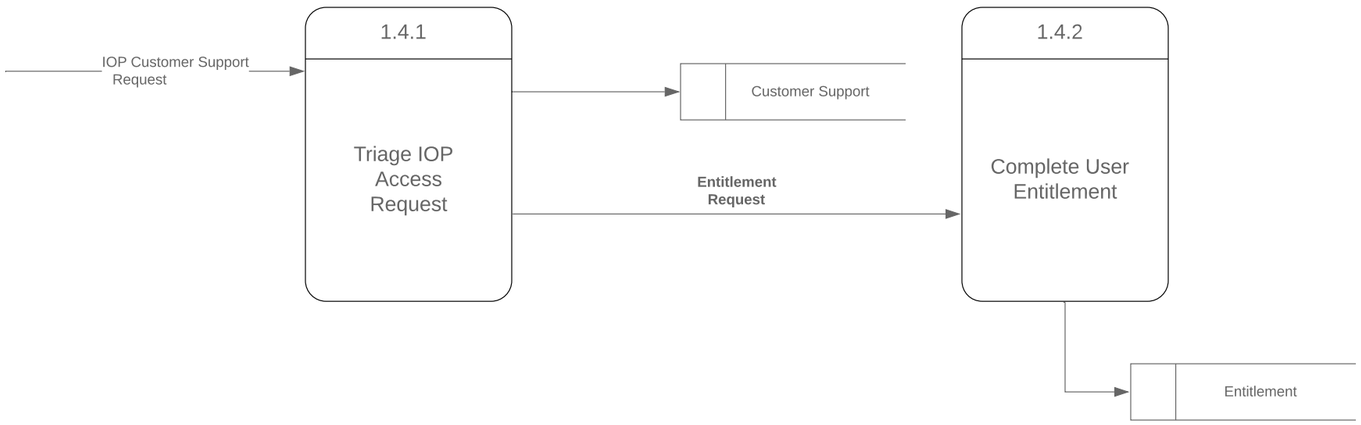
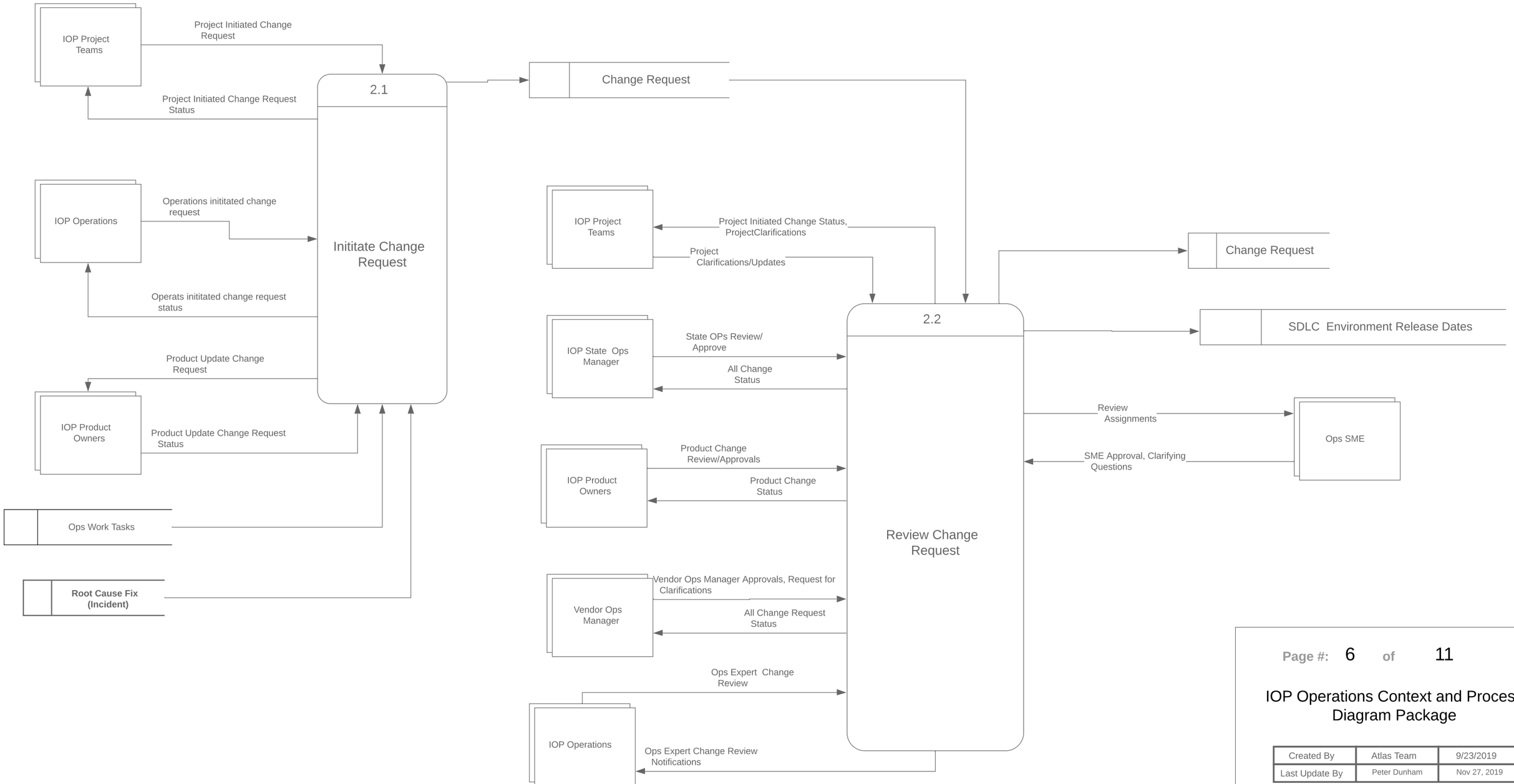
1.4 Context: Manage Access Request



2.0 Context: Manage Releases



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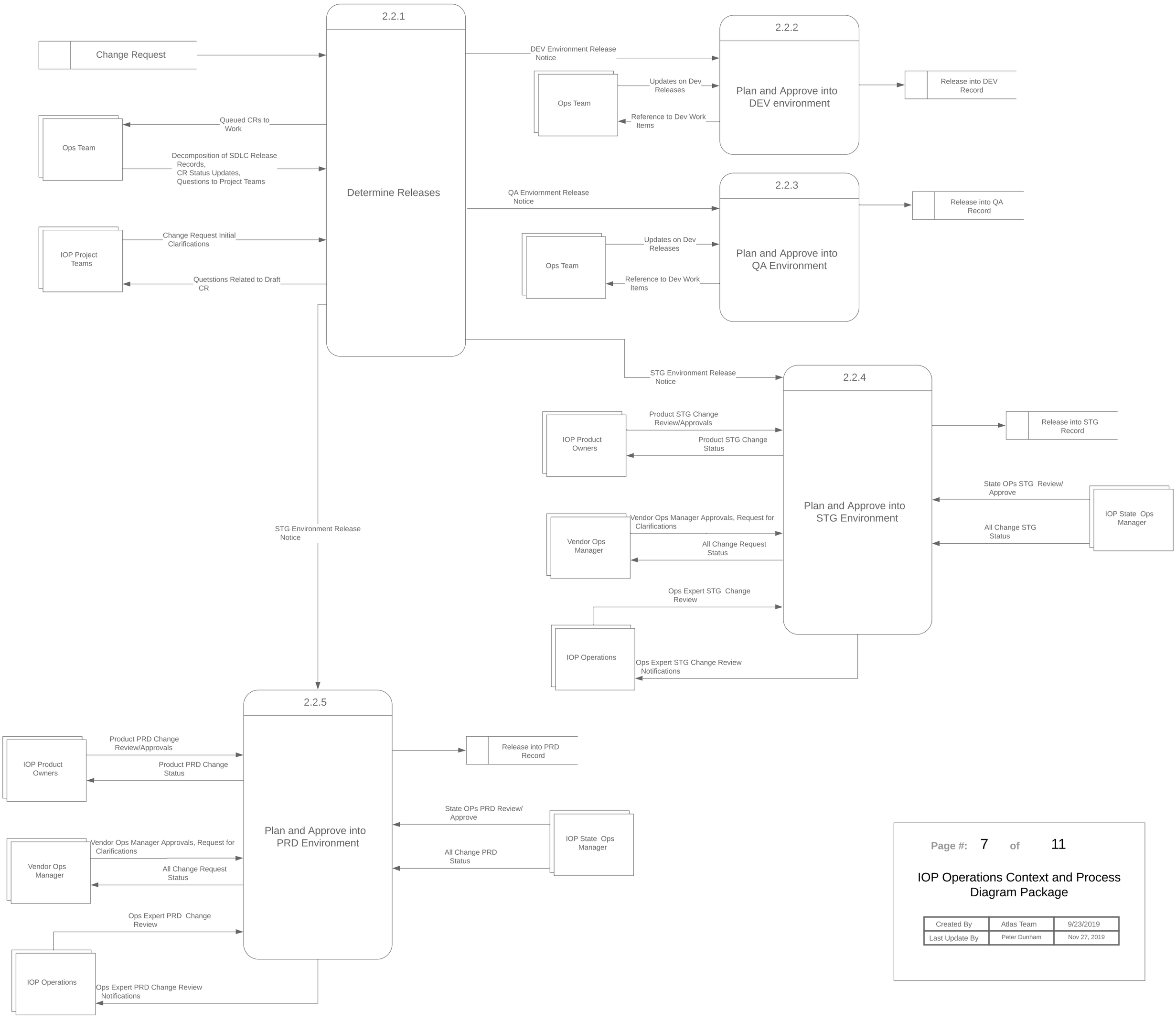
2.2 Context: Review Change Request



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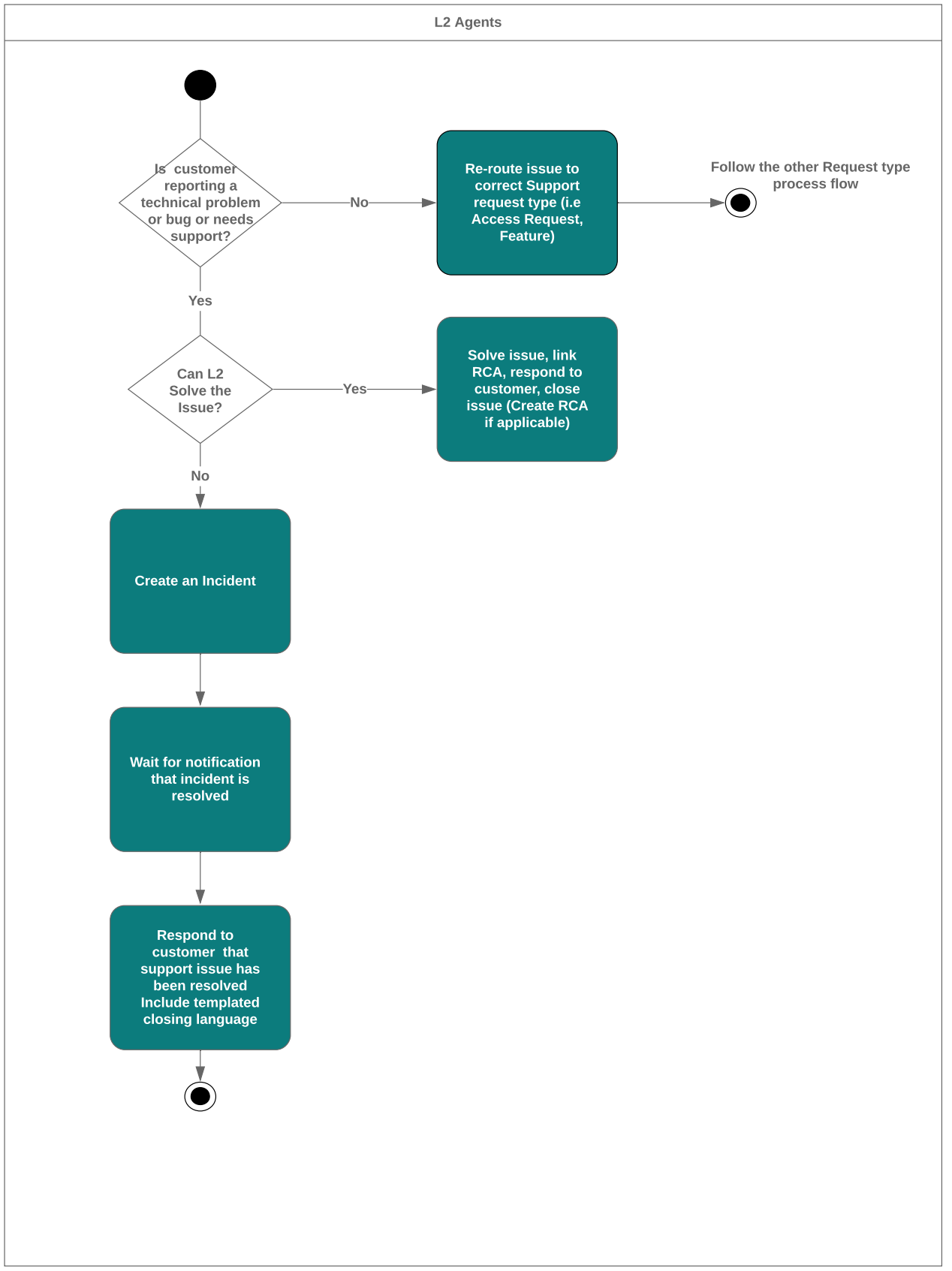
1.1 Actvity: Handle Customer Support Request



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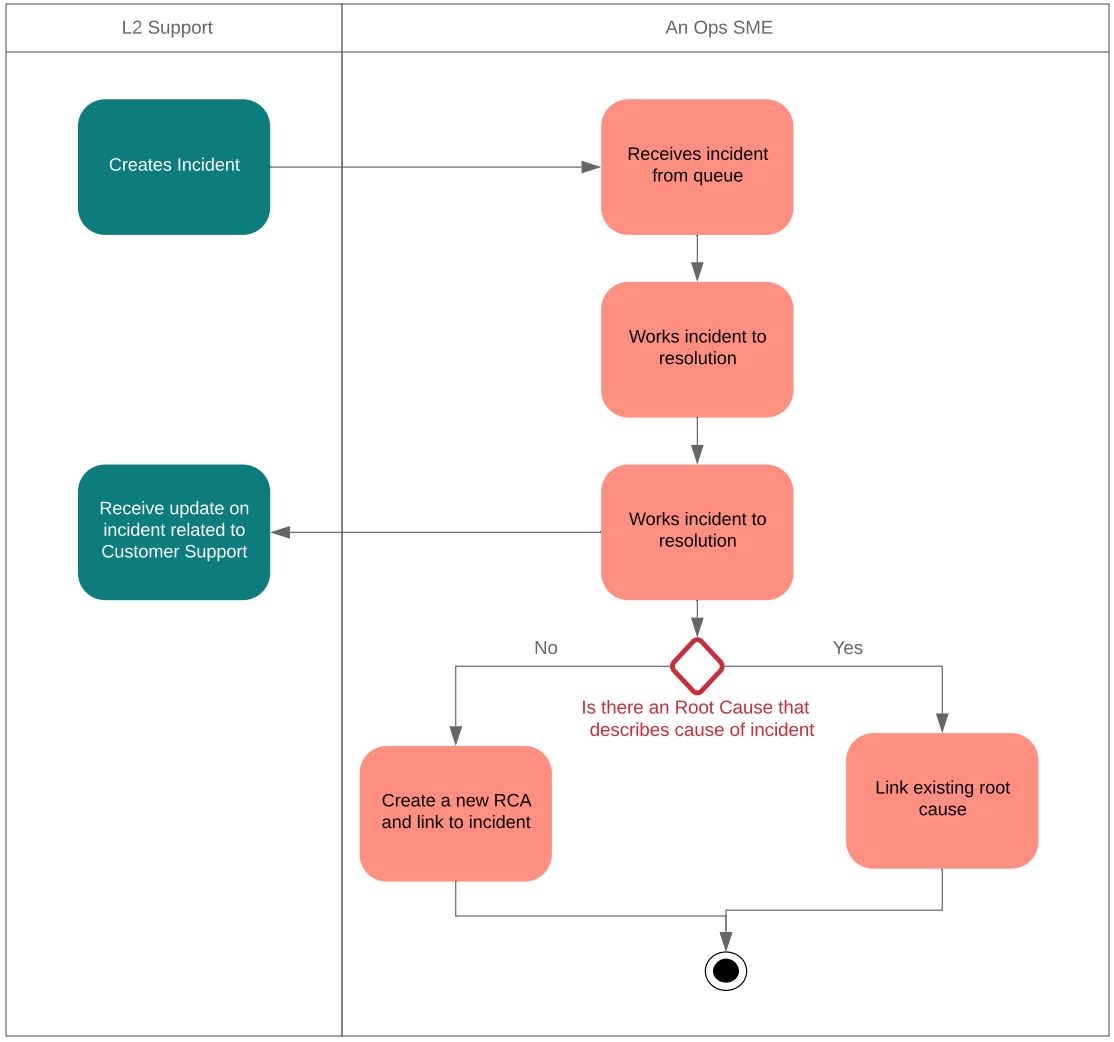
1.2 Activity: Handle Incident Fixes



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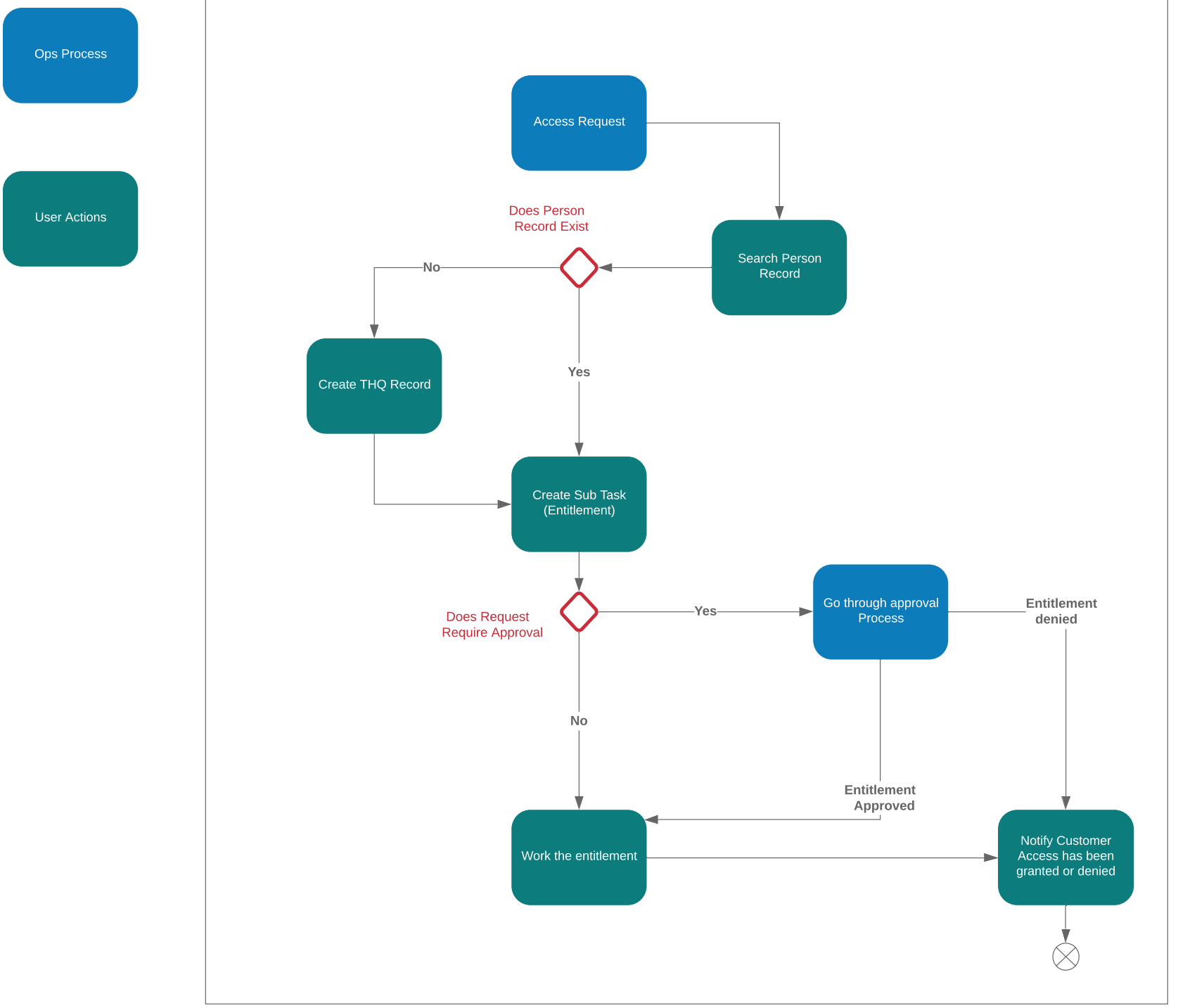
1.4.2 Activity: Entitlement Process



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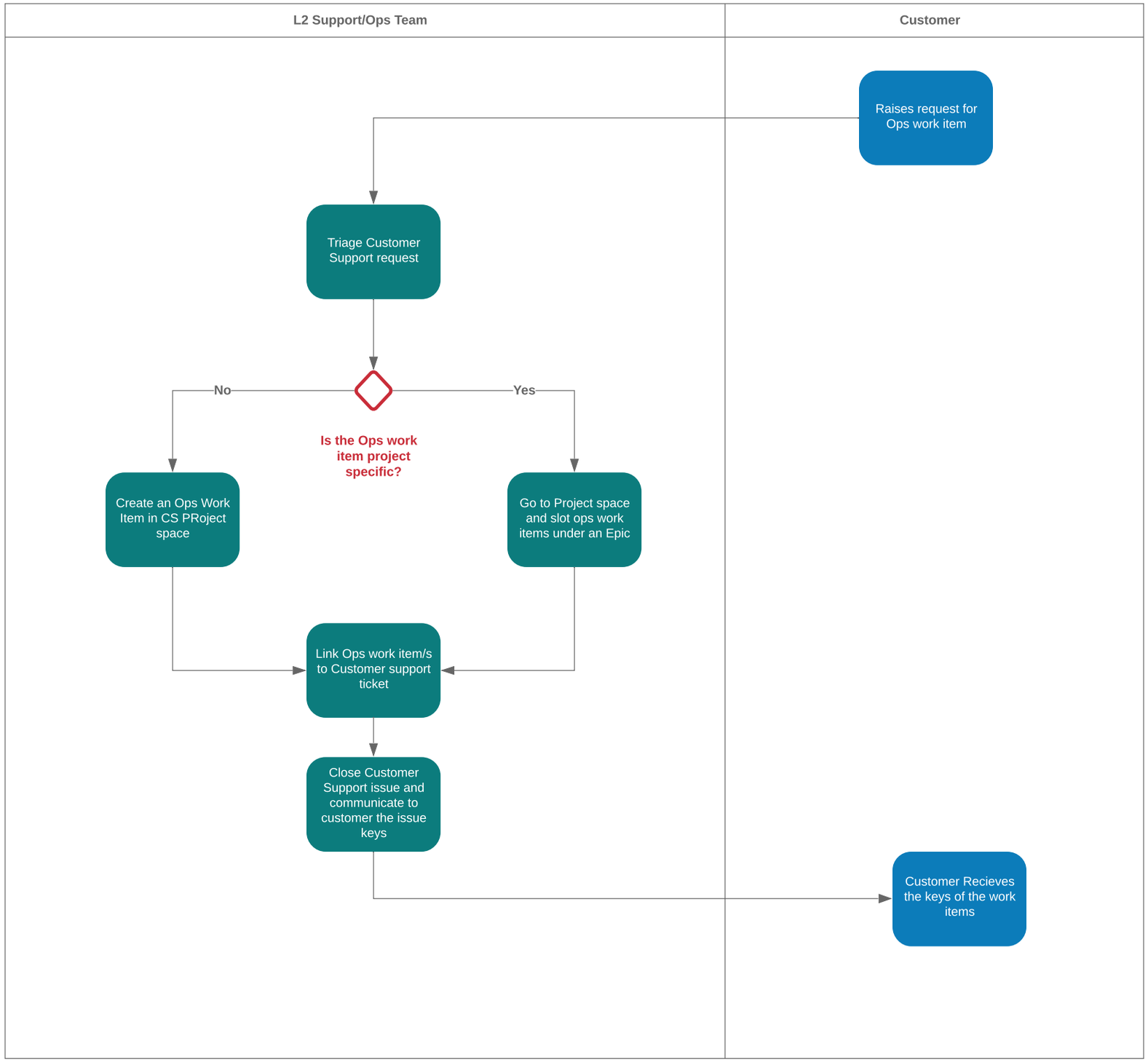
1.6 Activity: Ops Work Item



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