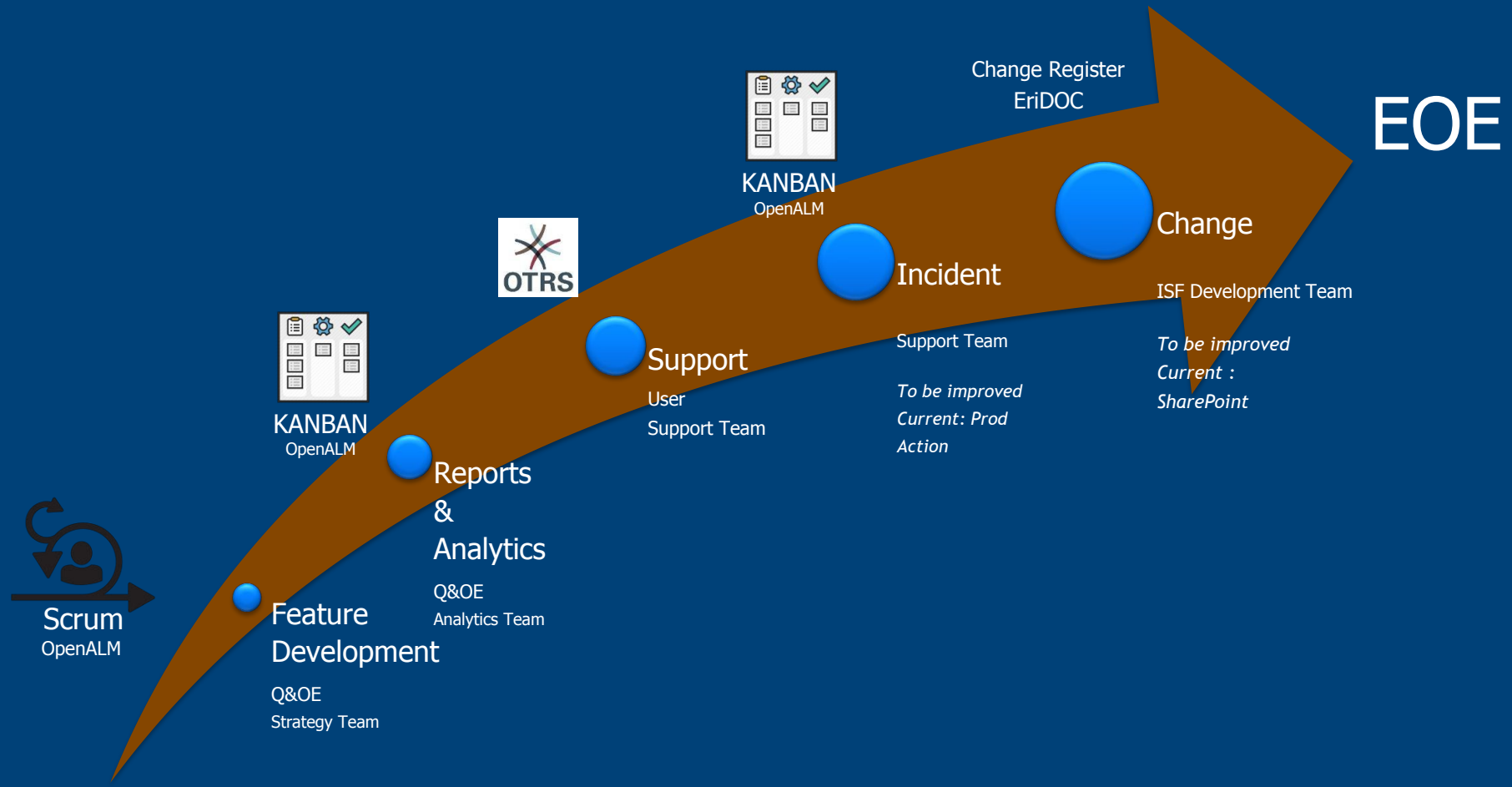
Ericsson Product Name
Dashboard
Total compliance score
85
120
134
Compliance status
Configuration log
Latest alerts
Fraud probability map

EOE Application Management



Trackers & Release Management

OpenALM

Source

Q&OE
Strategy/Automation
Realization

Requirement (Tracker)

Creator Role : Customer
Dev Roles : Developer/Tester/Support

Q&OE
Report & Analytics

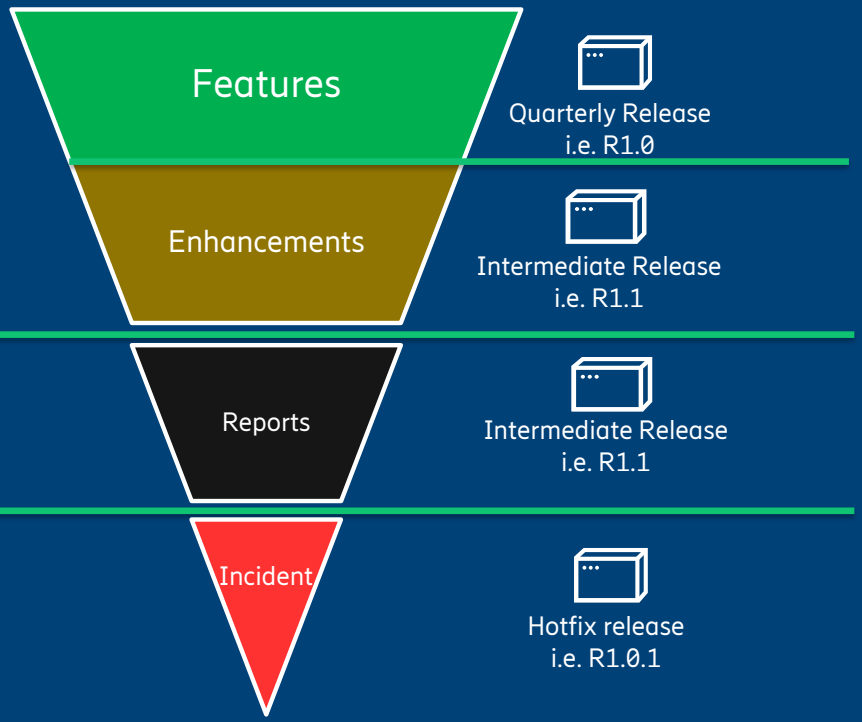
Report Requirement (Tracker)

Creator Role : Report Requester
Dev Roles : Report Developer

P&A
Testing & Support
Source : OTRS

Incident (Tracker) *

Creator Role : Support/Tester
Dev Roles : Developer



Quarterly Release
i.e. R1.0

Intermediate Release
i.e. R1.1

Intermediate Release
i.e. R1.1

Hotfix release
i.e. R1.0.1

Implementation & Communication

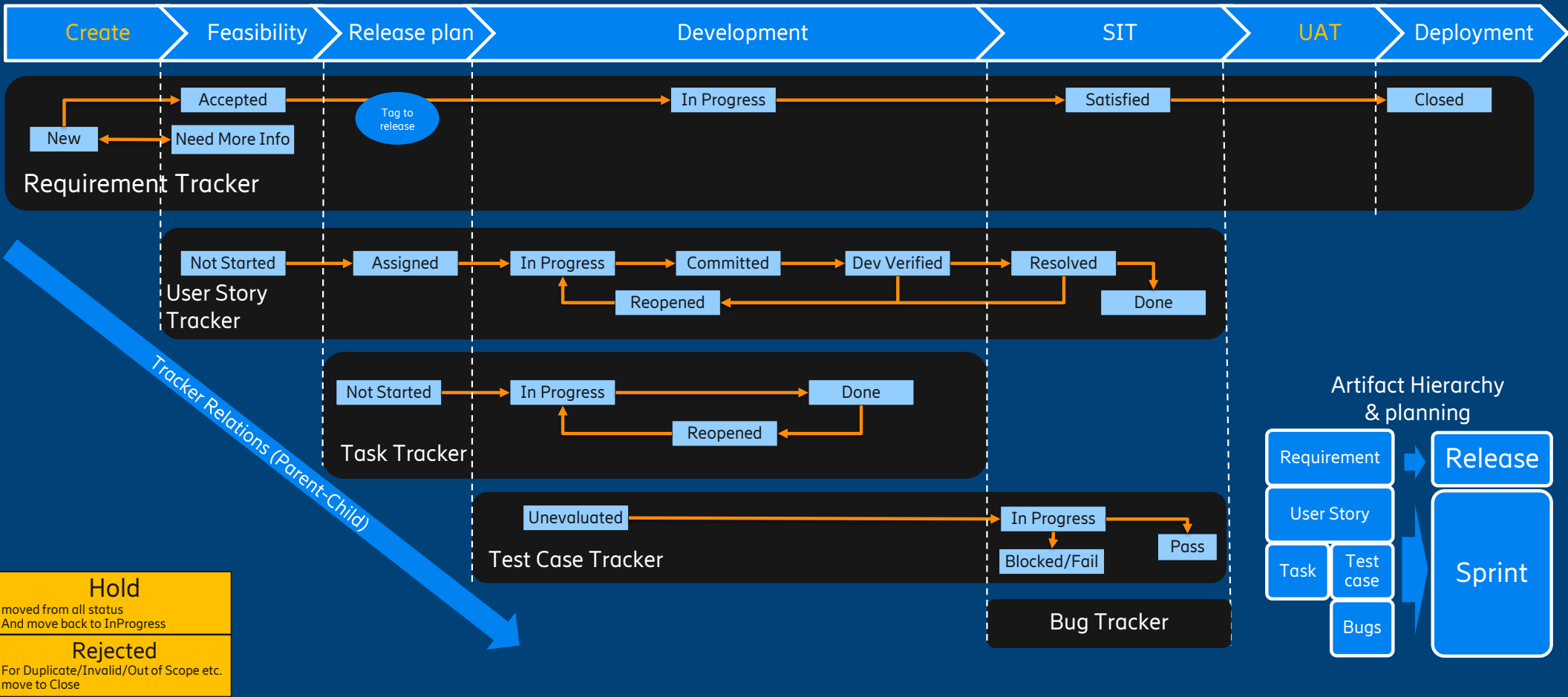
1. Requirement detailing
2. Development and Testing
3. User Acceptance test
4. Downtime notifications
5. Publish Release notes
6. User guide update
7. Training and Demo
8. Capture feedback and comment

* Current tracker and process to be improved.

Feature Management

Roles

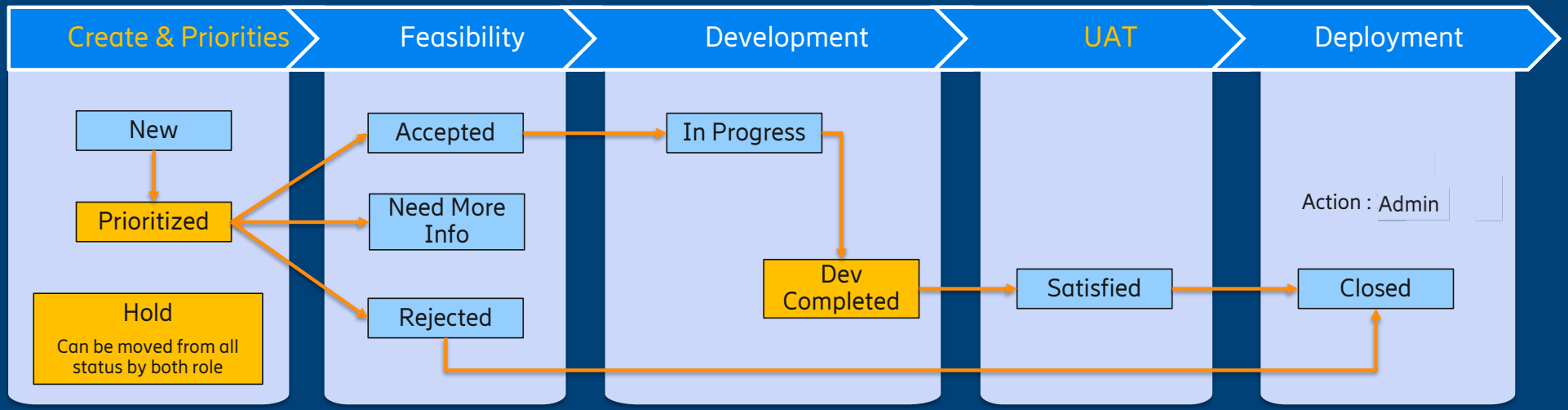
Customer : Create & priorities features.
Planner (SM): Release / Sprint Planner
Developer : Task creation & development
Tester : Test Case creation & execution
Support : Access as read only about on going development



Report Management

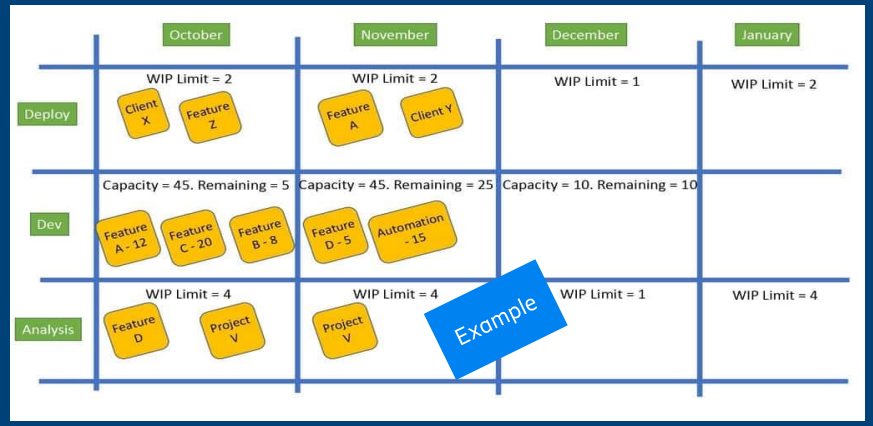
Roles

Report Requester	: Create, Priorities & UAT reports
Report Developer	: Develop Reports
Admin	: Report Deployment (Live)

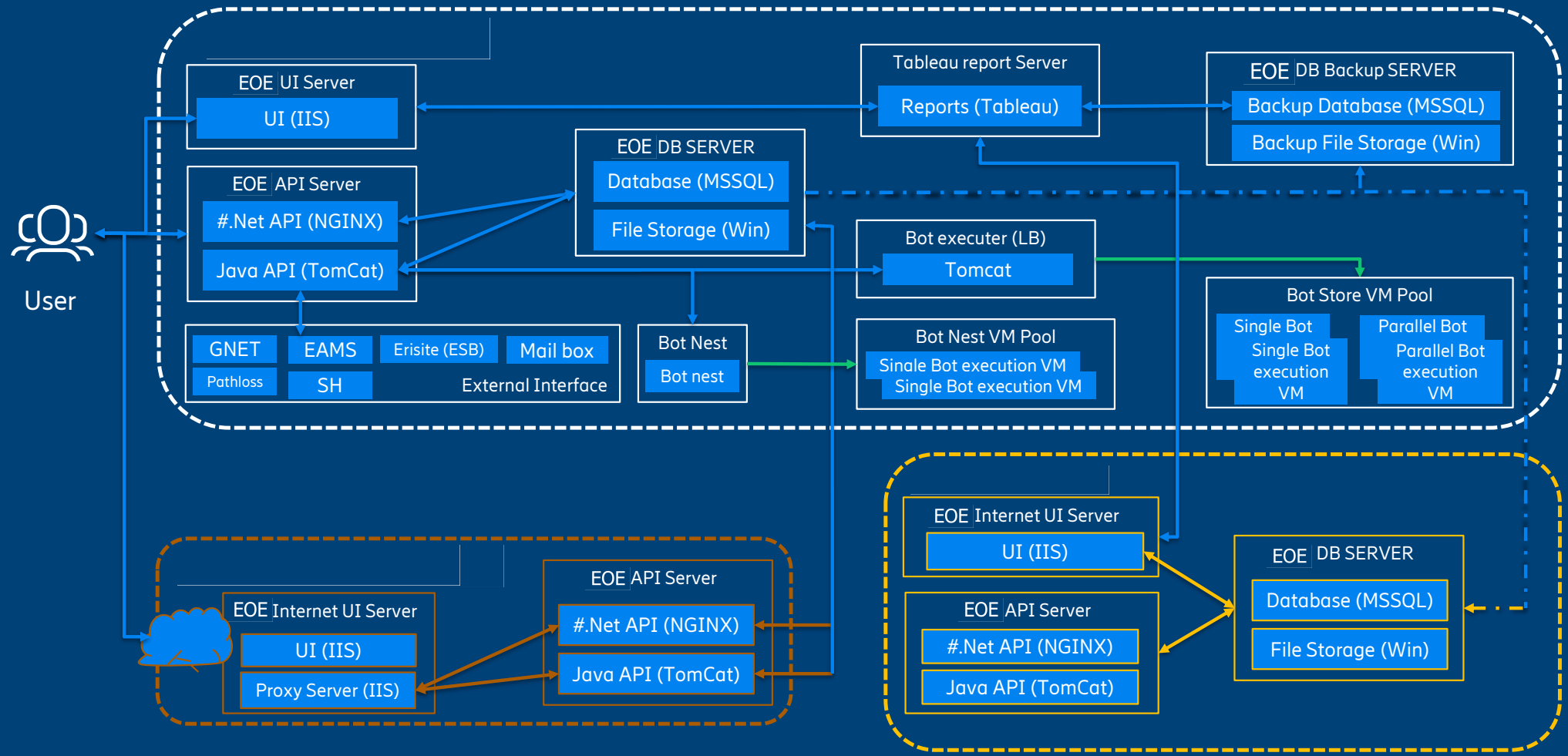
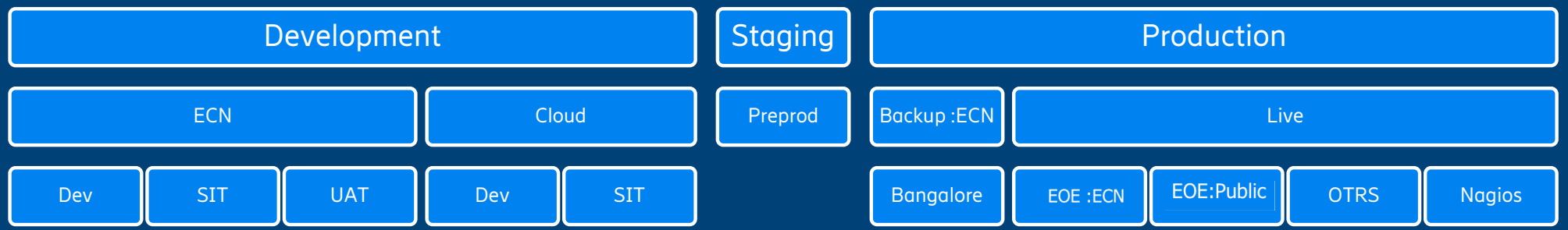
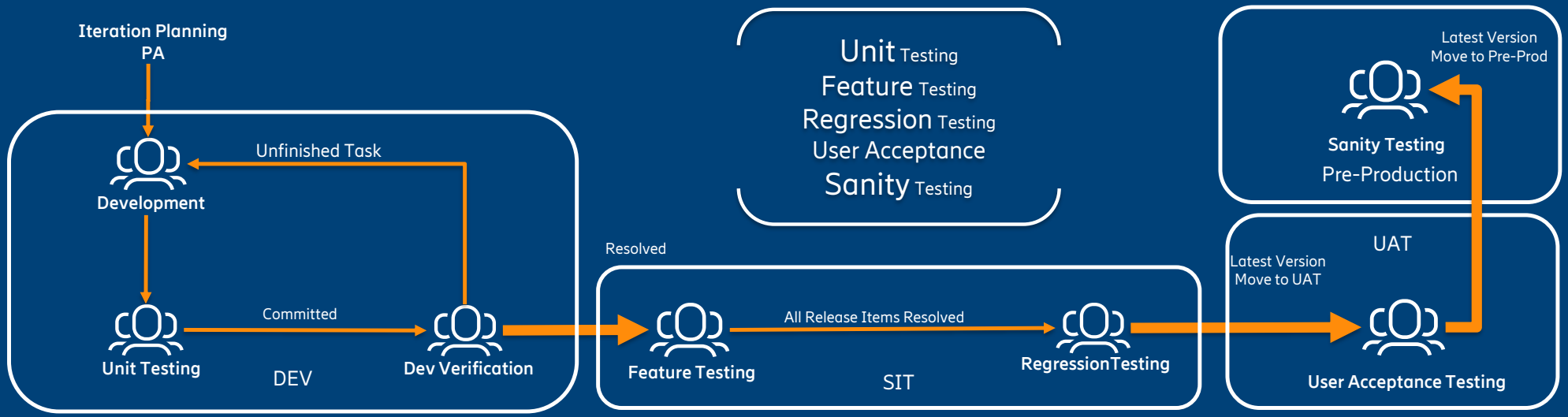


KANBAN:

- Each status works as Bucket.
- Admin set bucket limit based on available capacity of parallel development
- Requester can only move artifact to next bucket if bucket limit not exhausted



Architecture



EOE Environments & Code movement process