REDACTED

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Process Owner	
Next Review Date	

Core Routing Rule Governance Process

Table of Contents

1 Purpose

This document establishes a Core Routing process for requests to change the manner in which work is distributed to REDACTED teams/engineers. This process is a framework that sets out the manner in which such requests are submitted, evaluated, adjudicated,, and managed. Such management includes the deployment of requests for rule additions as well as request for changes or deletions to current rules.

2 Scope

This process is global and encompasses routing rules and tools ,including:

- Core Routing tools (those contained in the Business Rules Engine (BRE)
- C3/legacy Case Open Tool Admin (COT Admin) tools
- Territory Manager (TM) tools
- Collaborations rules; and
- Contract-based routing rule

Eventually, all C3/legacy routing functionality will be migrated to the BRE; at inception, however, this functionality will operate in a hybrid mode until that migration/decoupling from C3 is complete.

3 Overview

Given the robust nature of BRE Value-Risk-Relevance capabilities, combined with existing C3/legacy routing logic, it is necessary to establish a unified Core Routing rule governance framework that ensures that any rules implemented in any component align with business objectives. This is accomplished via a thorough vetting process of any proposed rule by all stakeholders, and testing/simulation (for BRE rules only) to validate outcomes prior to deployment.

Not all requested changes require the same rigor in vetting the impact to the delivery of work. A tiered governance process ensures that the appropriate level of review is provided based on the impact the change has on the organization and delivery of work.

Requested changes for TSRRT, Territory Manager and BRE will follow the governance process outlined herein.

For a general outline of the types of change requests covered by this framework, see Appendix C Change Request Types and Descriptions.

4 Process Description

The following table sets out, in a general manner, the categories and scope of change requests:

`Business Scope and Impact	Technical Scope	
	Minor (Implementation: typically <= one week)	Major (implementation: typically > one week)
Micro-Operational Involves minor changes to existing rules, e.g., adjusting existing conditions or actions to impact one-to-few teams	X	-
Macro-Operational Involves significant changes to existing rules or adding new rules that impact many-to-several teams	X (some)	X (most)
Strategic Involves a fundamental change in routing/matrixing strategy; these changes must be approved by the GTC Steering Committee prior to implementation	-	X
New Tool Capability Involves business and IT teams working together to deliver new tool capabilities as a prerequisite to delivering an add/change to BRE rules	-	X

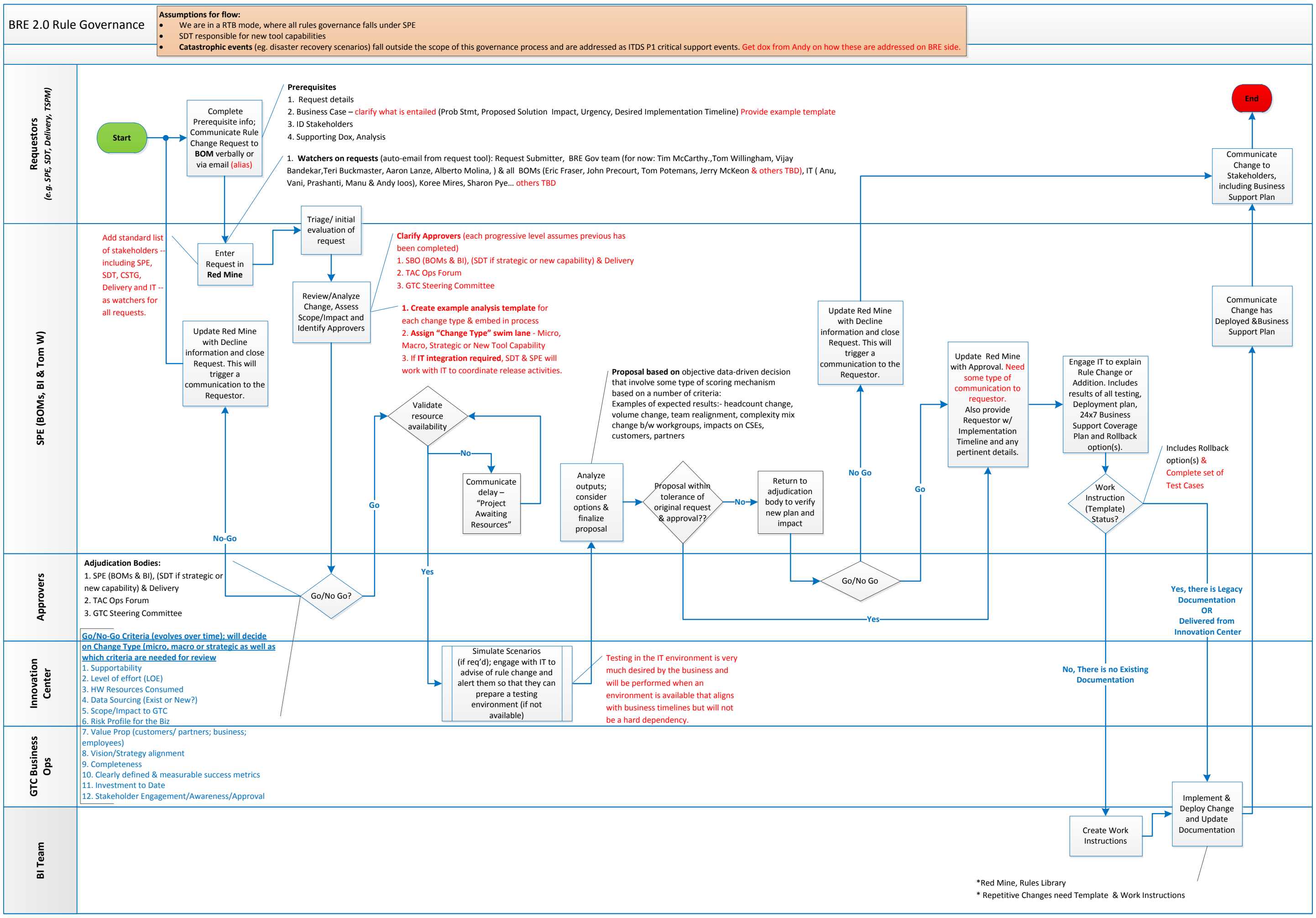
There are three entry points into the governance process; (1) TSRRT requests, (2) Territory Manager Requests, and (3) BRE requests. Not all the changes from these entry points will require identical levels of analysis and adjudication.

[To jam: Add more decision points to Visio for the extra entry points / types of requests]

Note:

Each request for change (independent of the source of the change) will be required to contain the applicable steps of this process. However, the level of detail required will vary based on the type of impact the change is expected to exhibit.

5 Process Flow



6 Process Steps

The steps in this process are, by necessity, broad in nature; therefore, when creating your individual rule request, keep in mind the nature of your proposed rule.

6.1 Perform Prerequisite Tasks (*REQUESTOR(S)*)

REQUESTOR(S) performs the prerequisite tasks (see Appendix A: Sample Business Case Template):

a. Prepare the Business Case, specifying details (see Appendix A Sample Business Case Template) in the following categories:

- Problem statement
- Proposed solution/Value Proposition

- Impact assessment
  Include customers/partners, support organization (headcount, volume distribution, etc.), and the overall business.

- Level of urgency, using the scale provided in the appropriate tool as described herein.

- Implementation timeline, including any dependencies

b. Stakeholder identification

c. Supporting documents, including any relevant analyses.

Then, Requestor(s) submits all information to the SPE Core Routing Team (IWE link for core team).

6.2 Get verification for request (*REQ*)

Requestor receives response from SPE Core Routing Team.

For a negative response from the SPE Core Routing team, the Requestor proceeds to Section 6.22 End Process.

For any other response, the Requestor responds to all information requests from the SPE Core Routing team and, when given permission to proceed, submits the request using the appropriate tool; see IWE LINK.

6.3 Enter and Route the Request (*REQ*)

REQUESTOR(S) follows the instructions at [IWE LINK] to submit the request. Entry of the request triggers an automatic notification to the Requestor(s) and to representatives of the Core Routing Rule Governance Operational (RGOT) Team.

Request submissions fall into the following categories:

Category	Tool
BRE	Use the GTC BI portal
TSRRT (Technical Services Route Request Tool)	(1) Use TSSRT tool directly if access is available, or (2) route through BOMs
Territory Manager	Use email alias (TERI HAS INFO; INSERT URL OR EMAIL ADDRESS)

Requestor(s) then awaits the decision of the SPE Core Routing team.

6.4 Perform Initial Evaluation (*SPE CORE ROUTING TEAM*)

The SPE Core Routing team performs an initial evaluation, obtaining additional input from the Requestor(s) if necessary. When all necessary information is obtained, the SPE Core Routing team will address the request during the biweekly collaboration (SPE, SDT, and Delivery) review session. These biweekly meetings discuss all activities associated with Core Routing rules and any additions, changes, or deletions thereto, and promote shared awareness, understanding, and alignment with respect to activities, priorities, decisions, next steps, and other associated factors.

6.5 Perform Detailed Evaluation (*SPE*)

At the direction of the Core Routing Team, SPE BI and SPE BOM team representatives gather additional information and assemble the information packet upon which the Adjudication Body will base the "Go/No Go" decision. This information packet includes

1. Identification of each type of change included in the request (Micro, Macro, Strategic, New Tool Capability) and create example analysis criteria for each.

> **Note:**
> Examples and analysis criteria might not be necessary for certain Micro Operational requests.

2. Identifies the appropriate Adjudication Body based on the type of change being requested:
   - Micro-operational changes: SPE and Delivery only
   - Macro-operational changes: TAC Ops Forum and Delivery
   - Strategic changes: GTC Steering Committee, SDT, and Delivery
   - New tool capability changes: representatives from each of SPE, SDT, IT, and Delivery
3. Includes -- if integration from IT is required -- the status and makeup of those representatives from SDT and SPE for coordinating release activities with IT.

6.6 Engage Adjudication Body (*SPE, Req*)

Once the information packet is complete, Requestor(s) and SPE request a go/no-go decision from the adjudication body identified in Section 6.5 Perform Detailed Evaluation (SPE) and request a go/no-go decision. This request includes all pertinent information along with a recommendation by SPE/Requestor(s) regarding the importance of any particular criteria as outlined in Section 6.7 Analyze Data and Reach "Go / No Go" Decision (Adjudication Body).

6.7 Analyze Data and Reach "Go / No Go" Decision (*Adjudication Body*)

The Adjudication Body, after analyzing the information, reaches a decision on whether to proceed, and notifies the SPE Core Routing Team of the decision.

In reaching a decision, the Adjudication Body considers the following criteria:

- Supportability
- Level of Effort
- Hardware resources consumed
- Whether data sourcing is preexisting or requires creation
- The scope and impact on the TAC
- Risk parameters for the business
- Value Proposition on:
  - Customers/partners
  - Business
  - Employees (Support Organization)
- Whether the request is in alignment with vision and strategic goals of TAC and/or TS , e.g., Global Borderless TAC.
- Completeness
- Clearly defined and measurable success metrics
- Investment to date
- Stakeholder engagement, awareness, and adjudication

The weight given to any particular item might vary depending on the complexity of the request (Macro / Micro, etc.) as previously determined by SPE/Requestor(s); for example, Macro-Operational and Strategic changes might require an executive summary deck in which the importance of various criteria are compared.

6.8 Begin Implementation of Adjudication Body's Decision (*SPE Core Routing Team*)

The SPE Core Routing Team receives notification of the Adjudication Body's decision and takes one of the following actions:

- If the request is denied, SPE Core Routing enters the information in the GTC BI portal and closes the request, which automatically triggers notification to Requestor*(s)*. The SPE Core Routing Team then proceeds to Section 6.22 End Process.

Note:

In the event that *Requestor(s)* chooses to escalate, see Appendix B: Escalation.

- If the request is approved, the SPE Core Routing Team notifies Requestor*(s)*, then proceeds to Section 6.9 Assess Resource Availability (SPE *Core Routing Team*).

6.9 Assess Resource Availability (*SPE Core Routing Team*)

The SPE Core Routing Team reaches out to appropriate points of contact in SPE BI, SPE BOM, SDT, CSTG, and others as needed, and assesses the current availability of resources required to fulfill the request.

- If all required resources are available, the SPE Core Routing Team proceeds to Section 6.10 Make Simulation Determination (SPE *Core Routing*).

- If any required resources are unavailable, SPE Core Routing makes a determination as to when the resources will be available, gets a commitment for the resources, and notifies Requestor(s) of the status.

When the resources are available, the SPE Core Routing Team proceeds to Section 6.12 Analyze Outputs and Consider Options (RGOT).

6.10 Make Simulation Determination (*SPE Core Routing*)

SPE Core Routing works with other teams as needed and determines whether Simulation is required, taking into account the nature and complexity of the proposed change; for example, micro-operational changes such as minor syntax or parameter changes to existing rules, could be implemented without Simulation.

Then, SPE-Core Routing takes one of the following actions:

- If a Simulation **is** required, SPE-Core Routing coordinates simulation activities with the Rules Governance Operational team; then, *SPE Core Routing* goes to Section 6.12 Analyze Outputs and Consider Options (RGOT).

- If a Simulation **is not** required, SPE-Core Routing goes directly to Section 6.12 Analyze Outputs and Consider Options (RGOT). NOTE: SEND TO NOT 6.12, BUT TO ADJUDICATION DECISION RECORDED SECTION***

6.11 Complete the Simulation

The simulation is performed.

6.12 Analyze Outputs and Consider Options (*RGOT*)

Rule Governance Operational Team analyzes the simulation outcomes, considers options, and finalizes a proposal.

This iterative process takes into account a scoring mechanism based on criteria that include:

- Headcount change
- Workload distribution
- Team realignment
- Complexity mix between workgroups
- Impacts on CSEs, customers, and partners

Note:

These criteria are dynamic rather than static; be alert for other considerations that might need to be included.

The final proposal should include specific data that supports the request. Then, RGOT goes to Section 6.13 Compare Results Against Original Request (RGOT)

6.13 Compare Results Against Original Request (*RGOT*)

RGOT compares the finalized proposal with the original request.

- If the finalized proposal is within tolerance of the original request, RGOT goes to Section 6.15 Adjudication Decision Recorded in the GTC BI portal (SPE Core Routing).

- If the current proposal deviates from the original request, RGOT updates the GTC BI portal with (a) the details of the current proposal and simulation, and (b) the specific deviations from the original proposal; then, RGOT and Requestor(s) resubmit the proposal to the appropriate Adjudication Body.

Note:

Depending on the type of deviation, the composition of the Adjudication Body might have changed.

6.14 Approve or Decline the Proposal (*Adjudication Body*)

The Adjudication Body reconsiders the current proposal and reaches a decision to approve or decline the proposal.

6.15 Adjudication Decision Recorded in the GTC BI portal (*SPE Core Routing*)

SPE Core Routing updates the GTC BI portal accordingly:

- If the proposal is denied, SPE Core Routing enters the information into the GTC BI portal and closes the request. This action automatically notifies Requestor(s) of this status. Then, SPE Core Routing goes to Section 6.22 End Process.

- If the proposal is approved, SPE Core Routing:

- **PICK UP AT THIS POINT** and consider case of if no simulation, how does info get into the GTC BI portal? also consider ISO issue if request gets modified; go thru process again in light of ISO? NOTE TO SELF: CHECK LATEST VISIO

  - Enters the information into the GTC BI portal

- Notifies Requestor(s) of the adjudication status
- Provides Requestor(s) with information regarding an implementation timeline and any other pertinent information

Then, SPE goes to Section 6.16 Collaborate with IT (SPE).

6.16 Collaborate with IT (*SPE*)

SPE engages IT (via rules library updates, PowerPoint deck updates, and email notifications) to explain the rule change or addition, including: ***SEE VISIO FLOW

- Deployment plan
- Business support coverage (24x7) plan
- Rollback option(s)

The component engaging with IT should be composed of members of the BRE technical team.

Then, SPE goes to Section 6.17 Determine Work Instruction Status (SPE).

6.17 Determine Work Instruction Status (*SPE*)

SPE determines the status of work instructions or templates, including any rollback options and a complete set of Test Cases, and takes one of the following actions:

- If **no documentation current**ly exists, *SPE BOM* notifies *BI Team* via email then, *SPE BOM* goes to Section 6.20 Act on Notification (SPE).

- If **documentation is currently available** (generally in legacy form or from *Innovation and Research Center*), *SPE* notifies *GTC Business Operations* and the BI Team via email; then, *SPE BOM* goes to Section 6.20 Act on Notification (SPE).

6.18 Create Work Instructions (*BI Team*)

BI Team creates the required work instructions, and sends the documentation to GTC Business Operations.

6.19 Implement Change (GTC SPE Core Routing, BI Team)

GTC Business Operations collaborates with the BI Team as necessary to implement and deploy the change, and to update the documentation implemented by SPE CRT or BRE rules team.

Then, GTC Business Operations informs SPE [Need decision on this comment by David N: "Business Operations is part of SPE. Who should be informed?"] that the task has been completed.

6.20 Act on Notification (*SPE*)

SPE [‘SPE” was changed from “SPE BOM”; need decision on this comment by Eric F: “I think “BOM” needs to be added back to the “SPE” reference. BI is part of SPE, and BI will not be communicating to the requestor, so the wording is inconsistent the way it reads. Putting the responsibility for this section on “SPE BOM” would bring sense back to the activity (and 4.20), as written.”] receives notification of the change from *GTC Business Operations* or from *BI Team*, and sends a status update to Requestor(s), along with the Business Support Plan; then, *SPE* goes to Section [6.22 End Process](#).

6.21 Forward Notification and Business Plan (*Requestor(s)*)

Requestor(s) receives notification of the change from *SPE –Core Routing*, and communicates notice to stakeholders, along with a copy of the Business Support Plan Requestor(s) are responsible for closing any loops with key stakeholders with respect to the final decision/action for any rule change/add/delete requests.

6.22 End Process

The process is complete.

7 Process Compliance

Compliance with REDACTED processes is required. Compliance to this process may be verified through various methods, including but not limited to, reports from available business tools, internal and external audits, self-assessment, and/or feedback to the policy owner.

7.1 Exceptions

Exceptions to the terms of this process are handled on a case by case basis only. Exceptions require written approval by Executive (Director or above) to non-comply for strategic business reasons. Documented exceptions and justifications will be communicated to affected technical services organizations immediately upon approval. Any records of exceptions should be archived according to the REDACTED Records Management Process, http://wwwin.REDACTED.com/process/bes/iso/record_mgmt.shtml, and not on an individual’s laptop.

7.2 Non-Compliance

Non-compliance to this process may be appropriate when business or process changes are not properly reflected in this procedure. Instances of non-compliance to this procedure should be reported to the GTC Business Effectiveness PP&G team via email at tac_ppg@REDACTED.com for process evaluation. Any and all process change requests should be submitted to the GTC Business Effectiveness PP&G team via email tac_ppg@REDACTED.com

7.3 Compliance Effective Date

This procedure becomes effective upon the last date of approval as noted in EDCS.

8 Definitions

Defined terms are located in EDCS as 1147899 Global TAC Glossary of Terms.

9 Approvals

The record of approval is located in the TOF Meeting Notes ______________________________.

Organization	Name

10 Modification History

The revision history is located at the following link:

http://wwwin-eng.REDACTED.com/cgi-bin/edcs/edcs_info?EDCS-XXXXXX#History

Date	Contributors	Modifications Made
		Initial Release

Appendix A Sample Business Case Template

The most current version is available here.

BRE Rule Governance – Business Case Template

The template is structured according to the following categories:

Executive Summary.............................Optional

Introduction ....Provide an overview of the request.

Problem Statement(s) ....What is/are the problem(s) you're trying to solve?

Proposed Solution(s) ....Explain how you propose to solve the problem(s).

Use Case(s) ....Please include use cases that illustrate in detail your proposed solution(s).

Value Proposition ....What value will implementing the proposed solution(s) add to the (1) business, (2) customers & partners and/or (3) employees?

Scope & Impact Assessment ....Up-/Down-stream, Case Volume, Headcount, Users, etc.

Assumptions & Risks

Proposed Implementation Timeline, Dependencies on other activities & Urgency

Stakeholders ....RACI

Supporting Docs ....Analysis already completed

Conclusion and Recommendations .....Optional

Appendix B Escalation Path

The escalation path for BRE Rules Governance is as follows, ordered by primary, secondary, tertiary, etc.:

Contact	Directory Location
REDACTED	REDACTED

Appendix C Change Request Types and Descriptions

Add column for micro-operational, macro-operational, strategic, and new tool

Request via	Type of Routing Request	Description	Where and how is the SR routed or task performed?	Requirements - things needed
Email	TAC Differentiated Services (TDS)	All SRs created for the tagged contract are routing to the High Tier segment.	Routes per API to COT High Tier - based on keyword resource group assignment	Fill in the proposal provided by Aditya Sabharwal for approval
Email	Contract Type Routing	Typically used to route specific offerings for specific technologies to specific teams	Routes through Territory Manager - Assigned resource groups	Must provide a contract type and resource group who will provide support
Email	Contract Routing	Typically used to route all SRs for a contract to a specific Resource group.	Routes through Territory Manager - Assigned resource groups	Must provide a contract(s) and resource group who will provide support
Email	Usage Type/Tag routing	Typically used to route specific offerings for specific technologies to specific teams	Routes through Territory Manager - Assigned resource groups	1. Must coordinate with Teri to have tag created if one is not already created 2. Add tag to a contract(s) 3. Provide a resource group who will provide support
Email	TAC center / Language Based Keyword Routing	Most all routing is based on the keyword and routed to the resource groups assigned to manage the keyword.	Routes through Territory Manager - based on keyword to resource group assignment (GDP, BB or who ever is assigned)	Basic routing - need to coordinate with the theater BOM
TSRRT	New Keyword	Create a new Technology or Sub Technology	COT	approved via TSRRT
TSRRT	Routing - change RG for a keyword	Change the RG who supports an existing keyword(s)	COT	approved via TSRRT
TSRRT	Delete Keyword	Delete an exisiting keyword	COT	approved via TSRRT
TSRRT	Misc (hide/Unhide)	hide/Unhide a new or exisiting keyword	COT	approved via TSRRT
TSRRT	Load Balancer Create / Modify / Delete	Create, Modify or Delete a Load Balancer	COT	approved via TSRRT
TSRRT	Change Name Keyword	renaming of an existing sub tech	COT	approved via TSRRT
TSRRT	Escalation info update	update any or all: Phone numbers, Lead, Manager, hours of support, special handling notes (any COT escalation information)	COT	approved via TSRRT
TSRRT	Resource Group Create or deactivate	Create, Modify or Delete a Resource Group	COT	approved via TSRRT