

MOB (Maintenance of Business) Project Package

<p align="center">MOB JIRA Project: "UMOB: <i>ecar domain name</i>" Project Lead = a UTO Jira site admin</p>
<p>Template: "UTO: Mobs Template" 9 MOB projects, 1 for each ECAR domain plus out-of-office - see table below JIRA Project Category: "UTO: MOBs"</p> <p>Components: 1 per domain service (ECAR domains each have a suite of services)</p> <p>Issue Type (only one): MOB (workflow: UTO: PPMO MOB issue type Workflow) MOB task tickets are pre-defined and locked; they cannot have an assignee. Only admins can create new MOB tickets. Users can only plan time and log time against existing tickets.</p>

<p align="center">Tempo Accounts: "UMOB: <i>ecar domain name</i>" Account Lead = a UTO Jira site admin</p>
<p>9 Tempo Accounts, one for each of the 8 ECAR domains / MOBs, one for out-of-office – see table below</p> <p>Account is linked to the MOB project and any other projects where work will be done relating to that ECAR domain.</p> <p>MOB project tickets are assigned the corresponding ECAR-related Tempo account</p> <p>Tickets for ECAR domain MOB work in other JIRA projects can also be assigned the corresponding account.</p> <p>Acct Customer: University Technology Office</p> <p>Accounts and Account Categories: see table below (Out-of-Office shares category 01)</p>

<p align="center">Kanban Board for MOB Projects</p>
<p>'PRJKEY' board – board for all MOB tickets in the MOB project</p> <p>Swimlanes: 1 per component / domain service</p>

MOB Standard Configuration Schemes	
Issue Type Scheme	UTO MOBs issue type scheme
Workflow Scheme	UTO PPMO MOBs Workflow scheme
Issue Type Screen Scheme	UTO PPMO MOB's issue type screen scheme
Field Configuration Scheme	System Default Field Configuration
Notification Scheme	Notification scheme for UTO MOBs
Permission Scheme	UTO: MOB Projects Permission Scheme

MOB Projects and Tempo Accounts

Project Key	MOB Jira Project	Acct Key	Tempo MOB Account	Cat Key	Tempo MOB Account Category
MUAM	UMOB: Administration & Management	MUAM	UMOB: Admin & Mgt	UMOB	01 UTO Admin & Mgt
MUSS	UMOB: Support Services	MUSS	UMOB: Support Services	UMOB	02 UTO Support Services
MUETS	UMOB: Educational Technology Services	MUETS	UMOB: EdTech Svcs	UMOB	03 UTO EdTech Services
MURCS	UMOB: Research Computing Services	MURCS	UMOB: Research Computing Svcs	UMOB	04 UTO Research Computing Svcs
MUNIS	UMOB: Netwk/Communications Infrastructure Svcs	MUNIS	UMOB: Netwk/Comms Infrastr Svcs	UMOB	06 UTO Netwk/Comms Infrastr Svcs
MUEIS	UMOB: Enterprise Infrastructure & Services	MUEIS	UMOB: Ent Infrastr & Svcs	UMOB	07 UTO Ent Infrastr & Svcs
MUIS	UMOB: Information Security	MUIS	UMOB: Info Sec	UMOB	08 UTO Info Sec
MUISA	UMOB: Information Systems & Applications	MUISA	UMOB: Inf Sys & Apps	UMOB	10 UTO Inf Sys & Apps
OUT	UTO: Out-of-Office	OUT	UMOB: Out-of-Office	UMOB	01 UTO Admin & Mgt

Customer Key	Tempo MOB Account Customer
UTO	University Technology Office

ECAR Domains & Services – correspondence to JIRA & Tempo elements for planning, time logging, & reporting

ECAR Hierarchy	JIRA element	Tempo Account	Purpose	Notes
Domain	JIRA project	"UMOB: <i>ecar domain name</i>"	UTO reporting / no time planning or logging	Project Category = "UTO: MOBs" No new MOB projects will be created, locked to ECAR domains.
Domain Service	Project Component	(same as Domain)	UTO reporting / no time planning or logging	Used for board swimlanes using custom filters so Services with multiple MOB tasks are grouped. No new Services will be created – list created by UTO AVPs from ECAR domain services.
Service Task	MOB task ticket	(same as Domain)	supervisor reporting / time planning & logging	MOB tasks locked – users cannot create, assign or modify. New tasks can be requested from administrators.
Service Subtask	MOB task ticket	(same as Domain)	supervisor reporting / time planning & logging	NOT using JIRA subtask issue type – Tempo reports won't roll up worklogs to the parent. Service Subtasks use naming convention to relate to Service Tasks.