

# SPM (Service Partnership MOB) Project Package

**SPM JIRA Project: "SPM: *support partnership unit name*"**  
 Project Lead = a service partnership or UTO Jira site admin

Template: "PPMO SPM Project Template 2017-06-13"

Each partnership agreement has an SPM JIRA project using this project scheme. (48 SPM projects as of 7/17/2017)

JIRA Project Category: "UTO: SPMs"

**Components:** 1 per ECAR domain relevant to Service Partnerships (5 of them)

**Issue Type (only one):** MOB (workflow: UTO: PPMO MOB issue type Workflow)

MOB tickets are pre-defined and locked, cannot have an assignee. Only admins can create new MOB tickets. Users can only plan time and log time against existing tickets.

**Kanban Board for MOB Projects**

'PRJKEY' board – board for all MOB tickets in the MOB project

**Swimlanes:** 1 per component / domain service

**Tempo Accounts: "USPM: *ecar domain nickname*"**  
 Account Lead = a service partnership or UTO Jira site admin

SPMs use the 5 of the 10 Tempo Accounts for ECAR domains / MOBs – see table below

Accounts are linked to all SPM projects and any other projects where work will be done relating to that service partnership.

SPM project tickets are assigned the corresponding ECAR-related Tempo account

Tickets for ECAR domain MOB work in other JIRA projects can also be assigned the corresponding account.

SPM Standard Configuration Schemes	
Issue Type Scheme	UTO MOBs issue type scheme
Workflow Scheme	UTO MOBs Workflow scheme
Issue Type Screen Scheme	UTO PPMO SPMs issue type screen scheme
Field Configuration Scheme	UTO Field Configuration Scheme
Notification Scheme	Notification scheme for UTO SPMs
Permission Scheme	UTO: SPM Projects Permission Scheme

## SPM Tempo Accounts

Acct Key	Tempo SPM Account	Cat Key	Tempo SPM Acct Category
USPM01	USPM: Client Svcs (Admin & Mgt)	UMOB01	01 UTO Admin & Mgt
USPM02	USPM: Deskside (Support Svcs)	UMOB02	02 UTO Support Services
USPM03	USPM: Instructional Design (EdTech)	UMOB03	03 UTO EdTech Services
USPM07	USPM: Ops (Ent Infrastr & Svcs)	UMOB07	07 UTO Ent Infrastr & Svcs
USPM10	USPM: Dev (Inf Sys & Apps)	UMOB10	10 UTO Inf Sys & Apps

Customer	Tempo SPM Account Customer
USP	UTO Service Partnership