Communication

- Communication concept for enterprise workplace team

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This concept serves to standardize the communication channels and working methods within an enterprise grade workplace team.

Basic rules of communication:

- We inform ourselves daily in the defined communication channels (obligation to get).
- We communicate significant changes / innovations after completion in the defined communication channels (obligation to bring).
- We use the task management tools backlog to record ideas / innovations Basic rules for orders.

By following the ground rules, we ensure the quality of work within the team, proactively take care of current issues and communicate important knowledge.

- Taking responsibility for the orders assigned to us
- Adherence to deadlines
- Demanding important decisions
- Staying in contact with the client
- Distributing workload as needed
- Adhering to processes
- Work is documented and communicated upon completion
- Organize handoffs and substitutions

Document management:

Documents / files / scripts are always stored in common areas so that the work status can be accessed even in the event of resignations or absences.

Processes

Communication differs whether it is an operational issue or the further development of a product or service.

Operational business

This applies to the support and operation of the running services.

1. Ticket is assigned to our Resolver group.
2. 2nd Level checks ticket for completeness and correctness of assignment groups.
    1. If incomplete, then reject back to Service Desk.
3. Test known solutions and try to solve problem.
    1. If not possible send to 3rd level. If problem occurs multiple times, consult with manager or operations manager.
4. Seek solution to problem.
    1. If not possible, contact external service or support companies.
       Close ticket or transfer internally.

Development & engineering

This includes any new features, proof of concepts, variant comparison, service optimization or service evolution.

1. Task is created in Backlog.
    1. Add short name
    2. Add description
    3. Add category
    4. Set priority or locate (with technical service manager).
    5. Assign task to person
2. Processing person: Task is viewed and completed.
    1. Add estimated effort.
    2. Update description
    3. Enter and assign subtasks
3. Person in charge: complete effective work.
4. Record comments / intermediate results in comments
5. Participate in WPS review meeting
6. Person responsible: Move task to documentation.
7. Person responsible: Document work.
8. Processor: Move the task to Ready for Review.
9. technical service manager / service owner: Review work or open discussion or clarify questions.
10. technical service manager / service owner: Move the task to Communication.
11. Processing person: Communicates the change or work by means of a template.
    1. Actively responds to the post using emoji reactions for verification and to make the person posting feel good.

12. technical service manager / service owner: Moves Asana task to "Done" so that the task is completed.