



CDW Documentation

Purpose

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This onboarding document outlines the essential information and processes required for a new engineer to start working with the Hybrid AI Managed Services Team.

Scope

This document outlines the personal onboarding process for new engineers including the below

1. Team introduction
2. Mentorship assignment
3. Access to tools that will be used in the team
4. Access to communication channels

Team Introduction

- The engineer will be introduced to the Hybrid AI Managed Services Team.
- The engineer will familiarize themselves with the team norms
- The engineer will gain an understanding of the Agile framework (Scrum) used for project management. [For any questions or to schedule overview/deep dive sessions, the engineer can reach out to the Principal Consultant.]
- The engineer will learn the preferred communication methods based on the urgency of different situations.
- The engineer will be assigned a mentor for guidance and support.
- The engineer will receive training on the project management tools used by the team, including JIRA Cloud and ServiceNow. [For further questions after the training, the engineer can contact the Principal Consultant.]
- The engineer will be added to all relevant team meetings in Outlook, the Slack Channel, and given access to files on MS Teams.
- The engineer will be provided access to the tools necessary for AI Managed Servicetasks (details provided in the Appendix).
- The engineer will be made aware of any sensitive or proprietary materials that are not to be shared with clients.

Mentor/Coworker Buddy

The Coworker Buddy program assigns a mentor to each new team member, providing guidance and support throughout their onboarding journey.

The assigned mentor will:

- Help the co-worker to understand the processes and workflows within the AI Managed Services team.
- Offer insights into the team's operations and culture.
- Provide assistance in navigating internal tools, systems, and documentation.

- Act as a primary resource for any questions related to team practices, procedures, and project expectations.
- Work along with Principal consultant/Manager to raise access requests as needed
- Provide access to sandbox cloud account for the new co-workers to practice
- Work along with Principal/Manager to get all the project codes assigned in the time tracking tools.

Access to tools

This section will be broken up into two different sections: Access required for every new coworker, and access the coworker is recommended to have, but not strictly necessary as part of their onboarding process.

Access Required:

- JIRA

uses Agile methodology for project management and JIRA is used as a tool to manage the work Below is the link to login to JIRA

<https://siriuscloudservices.atlassian.net/jira/software/c/projects/MAIT/boards/1445>

- Sirius Active directory

AI Managed Services team uses active directory federated services for logging in to the mscloudwiki and for AWS Clients All the AWS clients are accessed via ADFS for day to day administration Mentor requests access for new co-worker to be added to the active directory groups by submitting a ServiceNow request to the Sirius IT support team.

Below is the link to Login to ADFS: Click the following link to sign in:

<https://adfs.siriuscloudservices.com/adfs/ls/ldpInitiatedSignOn.aspx>

- Cloud Wiki

Cloud wiki is our document repository for all the knowledge articles related to AI , AI Managed services and all the runbooks related to day to day operations. The new-co-worker gets access by the previously mentioned access request. Below is the link for Cloudwiki

<https://mscloudwiki.siriuscloudservices.com/doku.php?id=start>

- CDW ServiceNow

ServiceNow is the ITSM tool used by the AI Managed Services team to manage incidents, tickets, and change requests. New team members receive training on accessing ServiceNow, navigating team

dashboards, and efficiently creating and handling tickets, incidents, and change requests

The access is added when the user is added to the SO-NOC-CLDAI group by a sail point request Below is the link for CDW ServiceNow

https://cdw.service-now.com/now/nav/ui/classic/params/target/%24pa_dashboard.do

Access request via sailpoint currently does not work. Need to work with servicedesk

- GitHub

Request Access: Create a personal GitHub account if you don't have one already. Use the form provided to join the CDW Labs security group. Access Approval: Once you've submitted the form and received approval, ensure your GitHub account meets the following requirements: • You must be joined to the CDWLABS security group in ActiveDirectory. • You must be authenticated via SSO. • Your GitHub login must use your CDW email address. No other email address should be associated with this account. • Two-factor authentication must be enabled on your GitHub account. • Update your GitHub password and any Personal Access Tokens periodically. Authentication Method: Once your account meets these requirements and is approved, you can log in using your CDW email and proceed with SSO authentication.

- Sparks

The Sparks are desktop AI servers used to train the MS AI Team on all aspects regarding NVIDIA and AI. They are hosted by Don DeHamer and granted access through him.

TailScale: Install from the link below and create an account using a personal (preferably gmail) email. Then send the email to Don DeHamer and he will add the email of the new coworker to the nodes for the Sparks that the team uses. Accept the invite

Link: <https://tailscale.com>

LDAP: This is the ideal and recommend way of gaining access to the Sparks. In order to gain access a ticket will need to be submitted to Don DeHamer or Jason Miller.

- AFFIRM (Synergist Technology)

AFFIRM is an AI governance and compliance platform developed by Synergist Technology that provides continuous monitoring of AI models and agents for security violations, compliance risks, output quality, and policy adherence. It integrates with tools such as ServiceNow, Splunk, and Microsoft Sentinel to deliver real-time alerts and actionable compliance reports.

In order to be added to the Affirm environment, Yogalakshmi Murugesan will need to add user to AD group. If any issues arrive after, work with Synergist team to resolve them.

- NVIDIA Academy

NVIDIA Academy is a learning platform offering free and paid training courses for IT professionals covering NVIDIA products, AI, accelerated computing, and data science. It provides self-paced courses, videos, and professional certifications to build skills relevant to the AI Managed Services team.

Create an account using corporate email.

Link: <https://academy.nvidia.com>

- NVIDIA NPN (Partner Network Portal)

The NVIDIA Partner Network (NPN) Portal is the central hub for NVIDIA partners to access product information, sales and technical enablement resources, training materials, and marketing tools. As a CDW partner, the team uses the NPN Portal to stay current on NVIDIA technologies and access partner-exclusive resources.

Create an account using corporate email.

Link: <https://nnpportal.nvidia.com>

- Azure

Microsoft Azure is a cloud computing platform offering 200+ products and services including compute, storage, networking, AI, and analytics across a global network of data centers. The AI Managed Services team leverages Azure for cloud infrastructure, AI workloads, and managed service delivery.

To add a new coworker to the AI Teams Azure, create a guest user for them and add them to the AI Teams group. Following that they should be granted the global admin role.

Link: <https://azure.microsoft.com>

- O'Reilly Learning

O'Reilly Learning is an online learning platform that provides access to 60,000+ books, videos, live online training, interactive coding environments, and certification prep materials across technology and business topics. Team members use O'Reilly to support continuous professional development in AI, cloud, and engineering disciplines.

To request access login to Service Central, select *Request Something*, then under *IT Service Desk* select *IT Access Support Request*. Set *Type of Access* to "Other", in *Access Details* enter "Enable SSO for O'Reilly Online Learning", and *Business Case* enter "Career Development". After that you should be able to login using corporate email and SSO.

Links: <https://www.oreilly.com> <https://servicecentral.cdw.com/esc>

Access Recommended:

The following are tools that coworkers might need to download to help assist with their roles, but are not required for everyday tasks.

- NVIDIA AI Workbench

NVIDIA AI Workbench is a free development environment manager that enables data scientists and developers to create, customize, and collaborate on AI and ML projects on GPU systems. It manages containers, environments, and configurations, allowing workloads to move seamlessly from local systems to cloud or data center environments.

This is used in conjunction with Tailscale to manage environments on the Sparks. Download using the link below:

Link: <https://www.nvidia.com/en-us/deep-learning-ai/solutions/data-science/workbench/>

- NVIDIA Sync

NVIDIA Sync is a standalone system tray utility for Windows, macOS, and Ubuntu that simplifies launching applications and containers on remote Linux systems such as DGX Spark devices. It provides one-click launch of development tools like VS Code, Cursor, and NVIDIA AI Workbench directly connected to remote GPU systems.

This is used in conjunction with Tailscale to manage environments on the Sparks. Download using the link below:

Link: <https://docs.nvidia.com/dgx/dgx-spark/nvidia-sync.html>

- Docker

Docker is an open platform for developing, shipping, and running applications inside lightweight, portable containers that bundle code and all dependencies into a single unit. It ensures consistent environments across development, testing, and production, and is a core component of modern AI and DevOps workflows.

Link: <https://www.docker.com>

- Kubernetes

Kubernetes (K8s) is an open-source container orchestration platform that automates the deployment, scaling, and management of containerized applications across distributed infrastructure. It provides self-healing, load balancing, rolling updates, and automated scaling to keep applications running reliably in production.

Link: <https://kubernetes.io>

- Cursor

Cursor is an AI-powered code editor built as a fork of Visual Studio Code that integrates advanced AI assistance directly into the development workflow. It supports intelligent code suggestions, natural language commands, and AI-driven debugging to enhance developer productivity.

Link: <https://cursor.com>

- Claude

Claude is an AI assistant developed by Anthropic, designed to assist with a wide range of tasks including coding, data analysis, writing, research, and complex reasoning. It is accessible via web browser, desktop app, and API, and is built with a safety-first approach for reliable enterprise use.

Link: <https://claude.ai>

Communication channels

AI Managed Services team uses both Slack and Microsoft teams for communication and collaboration. The engineer is added to all the recurring meetings Mentor assigns the new co-worker to the below channels Slack:

- ms-ai-team
- AI Team Scrum | Meeting Chat | Microsoft Teams

Outlook:

- DV-MS-AI (dv-ms-ai@cdw.com)