



# 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

### 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://ads.siriuscloudservices.com/ads/ls/IdpInitiatedSignOn.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](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.

## 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

Outlook:

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