



# CDW Documentation

## AI Managed Services Team Standards

---

# AI Managed Services Team Standards

## Administrative

- Sprints 1 week
- Start on Monday end following Monday prior to Sprint Planning
- Demo every Friday as part of the Sprint Review
- Daily Scrum at 9:00 am Central Time attendance is mandatory.
  - Weekly Sprint review is at 9:00 Friday, attendance is also mandatory.
- Product Backlog in Jira
  - Backlog refinement must occur once a month.
- Retrospectives at the end of every Sprint iteration (Duration 30 minutes), if team feels it's needed
- Sprint Planning on Monday's (Duration 60 minutes) attendance is mandatory
- Cameras should be on for all internal and external meetings unless you are experiencing bandwidth issues or it is a large group meeting (over 50 people).

## Team Values

- Don't interrupt when someone is speaking
- Acknowledge their opinions without judging
- Keep it professional - Stay sincere in your comments
- Be honest - if you don't like an idea say so
- Nobody is alone; we are a team. So, you don't have to work by yourself.
- Make the work visible - Put any idea for work/tasks that comes to mind onto the Product Backlog, so it can be reviewed by the team.
- Stay positive. Assume the best intentions.
- Time cards will be submitted for approval by COB Friday of each week. If you are off Friday, timecards must be submitted by Thursday COB.
- Vacation must be entered into the CDW time system prior to taking vacation.

## Rules for Daily Living

- Attend any scheduled meeting called and be on time.
- If you can't attend a meeting, let people know prior to the meeting (1 hour, if possible) so that alternatives can be investigated.
- Give enough notice for impromptu meetings to allow team to adjust work to attend.
- Support has to be called fast; don't wait to try to figure something out.
- If a Task or sub-task that has started has not moved in a day, the impediment should be discussed during daily scrum.
- If you run into a struggle, communicate with the team via Slack or on Daily Scrum
- Use the AI Cloud Channel - ms-ai-team - to communicate within the team on any comments, questions, concerns, or suggestions that involve the team.
- No backchannel communications - Make any customer/internal requests you get transparent to the team, and announce them in the next Daily Scrum.
- Share your skillset with the team: be willing to share your knowledge with those who would like to learn.

- Appointments or absences should be clearly communicated to the team on daily scrum. Extended outages should be tracked via Jira Calendar.

## Operational Processes