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ACCESS AND PERMISSIONS

|  |  |  |  |
| --- | --- | --- | --- |
|  | ITEM | DETAILS / ACCESS TYPE | REQUEST METHOD |
|  | EMAIL DISTRIBUTION GROUPS | * @ESO Team | Request via owner(s):  Amanda Humphrey  [ahumphrey@ameren.com](mailto:ahumphrey@ameren.com)  (@ESO Team) |
|  | CSS | * CSS Users GOB on Corp Active Directory * CSS TM STM on Corp Active Directory * CTX CSSEXTRA on Corp Active Directory | [SAILPOINT](https://identity.ameren.com/) – Catalog Request |
|  | CSS Test Environment | * PTST > Log in: devtest2 Password: t89VI4wp * STAG > Log in: csstag Password: csstag * CSSPX4 > Log in: csspx4 Password:oooq8dd8r |  |
|  | MISC | * Role: Ameren Syferlockusers (GridGuard) | [SAILPOINT](https://identity.ameren.com/) – Catalog Request |
|  | TestRail | * [Link to Test Rail](https://ameren.testrail.net/index.php?/auth/login) | [SAILPOINT](https://identity.ameren.com/) – Catalog Request OR is this an email request? |
|  | Confluence | * What are the roles/permissions needed? | [SAILPOINT](https://identity.ameren.com/) – Catalog Request OR is this an email request? |
|  | Jira | * What are the roles/permissions needed? * [Link to Jira](https://id.atlassian.com/login?continue=https%3A%2F%2Fameren.atlassian.net%2Flogin%3FredirectCount%3D1%26dest-url%3D%252Fsecure%252FManageRapidViews.jspa%253Fpage%253D1%2526sortKey%253Dname%2526sortOrder%253DASC) * How to use > [Video tutorial](https://training.atlassian.com/training-for-jira?_ga=2.209455188.774187680.1570203499-1526960685.1570203499) | [SAILPOINT](https://identity.ameren.com/) – Catalog Request OR is this an email request? |
|  | ACQUIRE RSA TOKEN (if needed) | * Ameren RSA – SIP-DEVFW * Ameren RSA – SIP-PRODFW | [SAILPOINT](https://identity.ameren.com/) – Catalog Request |
|  | I: Drive | * [\\corp.dir.ameren.com\dfs\func\infoserv](file:///\\corp.dir.ameren.com\dfs\func\infoserv)   + Read   + Write | [SAILPOINT](https://identity.ameren.com/) – Legacy DSRS Request |
| ☐ | Adobe Suite | * UX Designers |  |
| ☐ | UserZoom | UX Designers |  |
| ☐ | Slack | UX Designers |  |
| ☐ | Snipping Tool | UX Designers & Enhanced Service Orders Team |  |
| ☐ | Ameren Style Guide | UX Design & Enhanced Service Orders Developers | XD Files & [Online Link](https://dev.perficientdigital.com/ameren-mobile-first/styleguide/) |
|  | Ameren.com | UX Designer & Developer > to view current process & flow of programs/products |  |
|  | Shutterstock | UX Designers |  |
|  |  |  |  |

LAPTOP PREPARATION

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | ACTION | ITEM | METHOD | NOTES |
|  | INSTALLATION | VISIO 32-BIT | * Software Center | Requires Administrator Approval – Request via Software Center |
|  | INSTALLATION | AMEREN TRIS | * Software Center |  |
|  | INSTALLATION | Cisco AnyConnect Secure Mobility Client | * Software Center | Needed for VPN |
|  | INSTALLATION | Citrix Receiver for Windows | * Software Center | Needed for remote web-desk access |
|  | INSTALLATION | CSS Production | * Software Center |  |
|  | INSTALLATION | Oracle SQL Developer | * Software Center |  |
|  | CONFIGURATION | Configure and Test Web Desk from remote location |  |  |
|  | CONFIGURATION | Configure and Test VPN from remote location |  |  |
|  | INSTALLATION | Printer |  |  |
|  | DEVICES & REPAIRS | Who to contact for: computer repairs, HDMI cords, surge protectors, and other computer devices |  |  |
|  | Server Internet Access |  | AmData (PC); amEMP (MAC) |  |

LEARNING PLAN CHECKLIST

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | ITEM |  | Tasks | Details |
| Agile | |  | Overview | An overview of what Agile is: learn about team structure & roles > Video Tutorial & link to Agile Manifesto |
|  | Scrum & Kanban Boards | How to use Scrum and Kanban board during sprints |
|  | Stories, Subtasks & Daily Subtask | **How to**: create, add, assign and complete tasks |
|  | Backlogs & Stories | **How to**: Estimate, Point, Log Hrs & voice requirements |
|  | Walk through physical board | Know and understand cadence > Sprints & Retrospective information |
|  | Walk through virtual board | Know and understand cadence > Sprints & Retrospective information |
|  | Daily Stand Ups |  |
|  | Cross Training | Job shadow different roles on the team |
|  | Retrospective | What's expected > Keeping a daily huddle journal: Less, More, Start, Stop & Keep doing??? |
|  | Confluence |  | Job Shadow / Tutorial | Training > Main person of contact |
|  | Jira |  | Job Shadow / Tutorial | Training > Main person of contact |
|  | TestRail / Test Complete |  | Job Shadow / Tutorial | * Learn how to add test cases * Navigation   [Link to Test Rail](https://ameren.testrail.net/index.php?/auth/login) |
|  | Other Events |  | Requirements Solicitation | Attend and participate as needed |
|  | Other Events  Reports |  | In Class Learning | As recommended |
|  | Conferences | Gather requirements for new projects as needed |
|  |  |  |
|  | Mike's Cool Tool |  | [Link to Mike's Cool Tool](https://mct.ameren.com/) | Training on how to use the tool (When and why you would use) |
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TEAM COMMUNICATION AND SELF ORGANIZATION TOOLS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | ITEM |  | Tasks | Details |
|  | Skype |  | Overview |  |
|  | Slack |  | Overview | An overview of what Agile is: learn about team structure & roles > Video Tutorial & link to Agile Manifesto |
|  | Yammer |  | Overview | Corporate |
|  | Microsoft Teams |  | Overview |  |
|  | Microsoft Planner |  | Overview | Self-Organization |
|  | Microsoft Surface Hub |  | Overview | **How to:** During team meetings |
|  | Confluence Team Calendar |  | Overview |  |
|  | Microsoft Outlook/Calendar |  | Overview |  |
|  | Microsoft OneDrive |  | Overview | Collaborate & share files within team > MAC users only access to Ameren's server |

APPENDIX A: CONTACT LIST

***Digital Billing and Payments Team***

|  |  |  |
| --- | --- | --- |
| Co-Worker | Title / Job Function | Area of Expertise |
| Anoth, Bash <BAnoth@ameren.com> | Consultant, Digital Customer Experience | * Scrum Master |
| Yeluri, Madhu <MYeluri@ameren.com> | Consultant, Digital Customer Experience | * Tech Lead * Web |
| Chinthaluri, Akhilesh <AChinthaluri@ameren.com> | Consultant, Digital Customer Experience | * Web |
| Rickard, Chris <CRickard@ameren.com> | Consultant, Digital Customer Experience | * CSS |
| Heron, Chris <CHeron@ameren.com> | Consultant, Digital Customer Experience | * CSS |
| Wills, Josalin <JWills5@ameren.com> | Customer Service Specialist, Credit & Collection | * Illinois Business Lead |
| Rabun, Kisha <KRabun@ameren.com> | Customer Solutions Assocs Analyst, MO Cust Solutions | * Missouri Business |
| Humphrey, Amanda <ahumphrey@ameren.com) | Sr. Customer Solutions Analyst, MO Cust Solutions | * Product Owner * Missouri Business Lead |
| San Pedro, Desiree O <DSanPedro@ameren.com> | Consultant, Digital Program & Portfolio Management |  |
| Shah, Akshay M <AShah@ameren.com> | Senior Scrum Master, Digital Customer Experience | * API * Program Team Tech Lead |
| Jenkins, Jeronica A <JJenkins2@ameren.com>  **CC:** Tamika Jones <TJones7@ameren.com> | Manager Digital Customer Products, Digital Cust Exp |  |

***UX Team***

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| --- | --- | --- |
| Co-Worker | Title / Job Function | Area of Expertise |
| Jones, Dawn S.<DJones64f0@ameren.com> | Sr User Exp Designer, Digital Customer Exp |  |
| Kaler, Zoe <ZKaler@ameren.com> | User Experience Designer, Digital Customer Exp |  |
| Scholze, Mike <MScholze2@ameren.com> | Digital Co-op, Digital Co-ops & Interns |  |
| Warsing, Bailee A <BWarsing@ameren.com> | Sr User Exp Designer, Digital Customer Exp |  |
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***Digital (Other)***

|  |  |  |
| --- | --- | --- |
| Co-Worker | Title / Job Function | Area of Expertise |
| Curtis, Jennifer J <JCurtis@ameren.com> | IT Service Manager, CSF-ASC Customer Services | * Customer Services |
| Steinbrueck, Brad <BSteinbrueck@ameren.com> | Supervisor Applications Dev, Digital Customer Operations-S | * CSS (Customer and Service order) * MKS |
| Hannan, Mike <MHannan@ameren.com> | Manager Software Engineering, Digital Customer Operations-S | * CSS (Finance) * MKS |
| Thomas, Wesley <WThomas2@ameren.com> | Manager Software Engineering, Digital Customer Operations-S | * CSS (Tech Team) * MKS * QA (Automated Testing) |

***Digital – Infrastructure***

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| Co-Worker | Title / Job Function | Area of Expertise |
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***MISSOURI***

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| Co-Worker | Title / Job Function | Area of Expertise |
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***ILLINOIS***

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| Co-Worker | Title / Job Function | Area of Expertise |
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***Vendor***

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| --- | --- |
| Contact Name | Job Function / Department |
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***MISC.***

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| Co-Worker | Title / Job Function | Areas of Expertise |
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