1. *SCCM*

a. **Packages**

    i. *Documents*

        1. **Create,**

            a. How to deploy an application within SCCM for

                i. Existing application,

                ii. new application

                iii. task sequence

            b. How to add an application

            c. How to create a package within SCCM

    ii. *Structure*

        1. **Archive** – Superseded or redundant applications are moved from production/development to archive. This makes them available in case of a roll-back.

        2. **Development** – New packages are placed here during the testing, QA and UAT processes. There are sub-categories for CSI, LE, TechSup, etc.

        3. **Production** – Packages are sorted under folders for each vendor that has more than one product.

    iii. *Processes*

        1. **Packages moving to production:** Once packages have passed QA and UAT, an ITSM task is forwarded to CSI, and CSI will move files from SOE\DSL\DEV to SOE\DSL\PROD and move the package to the Production category

    iv. *Standards*

        1. **Naming convention for Packages** is: 'Vendor ApplicationName Version#'. I.e. FrontRange ITSM 6.1.4.0.

            a. *NOTE: Name field has a 100 character limit*

        2. **Name convention for Program**

            a. **Task Sequence: "**Install Packagename"

            b. **Self-Install:** "SelfInstall"

    v. *Action Items :*

        1. Where multiple versions of packages are required a suitable naming convention needs to be established ideas raised included an appended section after the name that would asset in translating meaning to support staff**.**
(CSI)

b. Collections

    i. Documents

        1. Create

            a. How to create a collection containing queries

    ii. Structure

        1. **Staff** - Machine objects only. Populated by queries based on machine names (Faculty/divisions). Contains sub collections for each area within the faculty/divisions

        2. **Lab** - Machine objects only. Populated by queries based on machine names.

        3. **Development** – Area used for testing packages and advertisements.

        4. **Pilot -** Collection used primarily by CSI for larger-scale pilot testing of deployments

        5. **Production** – packages that have passed QA and UAT

    iii. Processes

        1. **Getting an collection into production** : an ITSM task is forwarded to CSI, and they will create the Collection in this location

    iv. Standards

        1. **Staff** - No advertisements should be applied against this collection

            a. **Naming convention:** Area identifier ies

        2. **Lab** - No advertisements should be applied against this collection.

        3. **Development** – One collection per application.

            a. **Naming convention**: 'DEV PackageName ProgramName'. I.e. DEV FrontRange ITSM 6.1.4.0: Self Install

        4. **Pilot :** CSI are the service owners of this collection

            a. **Naming convention**: PILOT PackageName: ProgramName

        5. **Production** : CSI are the service owners of this collection

        6. **Naming convention**: PROD PackageName: ProgramName

c. **Advertisements**
   i. *Documents*
      1. Create
         a. How to create an advertisement
   ii. *Structure*
      1. **Development** – Used for testing and QA'ing application packages. Naming convention is: '
      2. **Pilot -** Used primarily for CSI for larger-scale pilot testing.
      3. **Production** – advertisement has passed QA and UAT
   iii. *Processes*
      1. **Getting an Advertisement into production** : an ITSM task is forwarded to CSI, and they will create the advertisement in this location
   iv. *Standards*
      1. **Development**
         a. **Naming convention**: DEV Area PackageName ProgramName *Example: DEV TS3 FrontRange ITSM 6.1.4.0 Self Install.* The naming convention for the advertisement should match the collection.
      2. **Pilot :** CSI are the service owners of this area
         a. **Naming convention**: Pilot PackageName: ProgramName
      3. **Production** : CSI are the service owners of this area
         a. **Naming convention**: PROD PackageName: ProgramName