

MFT and FileCloud Custom Work or Enhancements Requests

MFT and FileCloud Work or Enhancements requests

- All requests for FileCloud work need to come through our Slack channel:
 - For **Filecloud** at **#filecloud-requests** (<https://hcqis.slack.com/archives/C01RSUR537A>)
 - Complete FileCloud Request (lightning icon)
 - If there are questions on completing the request form, those can be directed to Austin McGowan (amcgowan@tantustech.com)
- All requests for Managed File Transfer (MFT) work need to come through MFT GoAnywhere:
 - Log into MFT using your HARP credentials: <https://qnetmft.cms.gov>
 - Complete MFT Secure Form "MFT Request Form". This Secure Form allows users to submit requests/enhancements for the MFT application.
 - If there are questions on completing the request form, those can be directed to Austin McGowan (amcgowan@tantustech.com)
- The request is logged in JIRA within one business day as a general target
- The team will respond back on the request channel with the JIRA number
- For FileCloud Requests; after a JIRA Ticket is assigned, add details into the JIRA Ticket, such as User information, folder information, etc.
- All work is presented to the Product Owner for prioritization against all other work the team has underway or pending as soon as possible after the request is made
- The team will review the request prior to or with the Product Owner to determine if further information is needed to make a prioritization decision
- The work will be assigned a priority by the Product Owner and placed in the queue for consumption.
 - Based on the information provided, the Product Owner will prioritize the request as:
 - Critical
 - Highest
 - High
 - Medium
 - Low

General information:

- Once the JIRA number is provided, please add yourself and anyone else relative to the item as a watcher
- The status appearing on a ticket is as follows:

- **To Do:** In queue for the team to consume based on priority
 - All items when submitted will have a priority assigned of TBD until we have prioritization
- **In Progress:** The team is actively working the item
- **Testing:** The item is currently going through testing or security evaluation in the lower environments
- **Ready for PROD:** The item is queued for release; a release number will be assigned with a targeted release date
- **Done:** The item has been deployed to PROD and successful regression testing has completed
- Your target date provided will be presented to the Product Owner as consideration but will need to be justified
- The team works in Kanban so the work is consumed as soon as possible based on priority given by the Product Owner
- Service Now should only be utilized for issues only; any work requests coming through Service Now will need to come through our request process and will be documented as such
 - If a work request comes in via SNOW, a member of the team will reach out to confirm the requestor does not have access to Slack and if not, will submit the request to the teams' queue on their behalf.

Specifics for Access Keys:

- Along with the request, a calendar must be either be:
 - Documented within the request itself with the next key rotation date as well as known subsequent dates
 - OR – as a spreadsheet attachment on the JIRA item once the number is provided
 - The team will log a maintenance release for the rotation date. This may coincide with another release type to occur earlier but not later than the rotation date specified
 - Seven (7) days prior to the key rotation, the team must be advised of the new key from the requestor. It is the responsibility of the requestor to provide the information timely
 - Information pertaining to the new key must be sent to ESS_MFTFC_DevOps@ventera.com via Managed File Transfer (MFT) so the information is sent securely and in compliance