

General communications structure and information flow architecture

Red Hat Product Demo System (RHPDS) team

Appendices

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Definitions of Communications/Information Types

Company Policy (as it relates to our team's function)

- Content Type: Government Laws and Regulations, Corporate Policy, HR Rules
- Target Audience: All Teams
- Source: Government Regulation, Corporate Executives and Policy teams
- Frequency: Yearly or Ad-hoc
- Rate-of-Decay: Almost never
- Urgency: Medium (usually notifications come about well before regulatory dates), but ad-hoc comms are usually High to Critical
- Structure: Unstructured
- Purpose: Compliance, Company order

Team Policies

- Content Type: Team regulations and policies
- Target Audience: Team organizational unit employees
- Source: Org Unit Management and HR Partners
- Frequency: Yearly or Ad-hoc
- Rate-of-Decay: Almost never
- Urgency: High
- Structure: Unstructured
- Purpose: Compliance, Team order

Team Structure

- Content Type: Roles, Management, and Individual employment in those roles or management
- Target Audience: Entire Organizational Unit
- Source: Org Unit Management and HR Partners
- Frequency: Yearly or Ad Hoc
- Rate-of-Decay: Quarterly (due to standard attrition rates and role changes)
- Urgency: High
- Structure: Semi Structured
- Purpose: Team order

Team Schedule/Availability

- Content Type: Schedule and Availability of Team members and management
- Target Audience: Individual Teams within an Org Unit
- Source: Management, Team Members
- Frequency: Ad-hoc, usually Monthly
- Rate-of-Decay: Daily
- Urgency: Urgent
- Structure: Structured
- Purpose: Availability of individuals, work and sprint planning

Technical Diagrams

- Content Type: images and wireframes
- Target Audience: Technical Staff, customers, management
- Source: Technical Designers and Architects
- Frequency: Ad-hoc
- Rate-of-Decay: Quarterly
- Urgency: Low
- Structure: Structured
- Purpose: Reference materials to clarify technical systems, processes, and workflows in pictorial form

Non-Technical Diagrams

- Content Type: images, wireframes, processes, whiteboarding
- Target Audience: Org unit Management and team members, customers
- Source: Management and Team members
- Frequency: Ad-hoc
- Rate-of-Decay: Quarterly
- Urgency: Low
- Structure: Semi-Structured
- Purpose: Reference materials to clarify organization, processes, workflows in pictorial form, and to

Architecture Requirements/Documentation

- Content Type: Technical Requirements and Design Information for Systems
- Target Audience: Architects and Technical Team members
- Source: Architects
- Frequency: Ad-hoc
- Rate-of-Decay: Quarterly
- Urgency: Medium
- Structure: Structured
- Purpose: Record requirements, design-decisions, and architecture for reference and future use.

Procedures

- Content Type: Checklists, procedures
- Target Audience: Org Unit team members, customers
- Source: Management, Team Members
- Frequency: Ad-hoc
- Rate-of-Decay: Monthly
- Urgency: Medium
- Structure: Semi-structured
- Purpose: Provide repeatable steps and/or instructions to accomplish a task

Events and Schedule

Internal Events and Schedules

- Content Type: Schedules, Notifications of schedule changes
- Target Audience: Management, Event-involved team-members, customers
- Source: Event coordination team
- Frequency: Ad-hoc
- Rate-of-Decay: Weekly
- Urgency: Medium
- Structure: Structured
- Purpose: Coordinate events and schedules, and Org Unit team attendance/support

External Events and Schedule

- Content Type: Schedules, Notifications of schedule changes
- Target Audience: Management, Event-involved team-members, customers
- Source: External event coordination/planning team
- Frequency: Ad-hoc
- Rate-of-Decay: Weekly
- Urgency: Medium
- Structure: Structured
- Purpose: Coordinate events and schedules (often events like conferences and training).

Changes / Change Schedule

There are two main types of changes: Infrastructure and Production Demos/Workshops changes

Infrastructure Changes/Change Schedule

- Content Type: Schedule
- Target Audience: Org Unit Management, Team-Members, Customers
- Source: Infrastructure Architects and Operations Team members
- Frequency: Ad-hoc
- Rate-of-Decay: Weekly
- Urgency: High
- Structure: Structured
- Purpose: Ensure the team knows of changes being made to systems and of related systems to identify outages or unexpected impacts to surrounding systems

Production Demo/Workshop Changes/Change Schedule

- Content Type: Schedule
- Target Audience: Org Unit Management, Team-Members, Customers
- Source: Demo/Workshop Developers and Operations team members
- Frequency: Ad-hoc
- Rate-of-Decay: Daily
- Urgency: High
- Structure: Structured
- Purpose: Ensure the team knows of changes being made to demos/workshops and of related systems to identify outages or unexpected impacts to surrounding systems

Feature Request

- Content Type: Prose, request from a customer or team-member
- Target Audience: Developers or Architects
- Source: Customers, Org unit team members
- Frequency: Weekly
- Rate-of-Decay: Quarterly
- Urgency: Low
- Structure: Unstructured
- Purpose: Requests for new features or systems

Ticketing (external)

- Content Type: Requests for assistance from team
- Target Audience: Operations team
- Source: Customers, non-internal Team members
- Frequency: Daily
- Rate-of-Decay: Daily
- Urgency: Medium
- Structure: Unstructured
- Purpose: Feedback channel for customers contact operations team and developers for assistance with issues or notification of issues not detected by tooling.

Task List

- Content Type: priorities, tasks, requirements for completion, assignee or assignee-team of task (includes due-dates if applicable)
- Target Audience: Org Unit Management or team-members
- Source: Org Unit Management or team-members
- Frequency: Weekly
- Rate-of-Decay: Weekly
- Urgency: Medium
- Structure: Structured
- Purpose: Communication between subteams of tasks and dependencies, allows management to assist with setting priorities, keep tasks from being lost until complete or deemed obsolete.

Daily Status Timezone Handover

- Content Type: Chat, Discussion, Voice, Video, Lists
- Target Audience: Current Local Timezone Operations Team
- Source: Previous Local Timezone Operations Team
- Frequency: Daily
- Rate-of-Decay: Hourly
- Urgency: High
- Structure: Semi-structured
- Purpose: Ensure warm-handover of tasks and customers so that none are dropped unintentionally, and that problems are resolved as intended.

Developer-of-CI comms (break-fix)

- Content Type: Tasks, notification, alarms
- Target Audience: Developer(s)/Maintainer(s) of a Catalog Item
- Source: Operations Team, Customers
- Frequency: Ad-hoc
- Rate-of-Decay: Hourly
- Urgency: High
- Structure: Unstructured
- Purpose: Disable ordering of broken CI's, Provide developers a notification and a task for fixing a CI that is having issues.

Owner-of-CI comms (deprecation)

- Content Type: Tasks, notification, alarms
- Target Audience: Owner(s) of a Catalog Item
- Source: Org Unit Management and Operations Team
- Frequency: Ad-hoc
- Rate-of-Decay: Monthly
- Urgency: High
- Structure: Unstructured
- Purpose: Escalation of issues with a CI, or of deprecation of a CI - usually leading to retirement of a CI if unresolved.

Internal Dev to Ops team comms

- Content Type: incident and problem identification and resolution steps
- Target Audience: Our Operations Team
- Source: Our Development Team
- Frequency: Hourly
- Rate-of-Decay: Hourly
- Urgency: High
- Structure: Unstructured
- Purpose: For development to communication needed operational actions in-flight and for issue resolution

Internal Ops to Dev team comms

- Content Type: incident and problem identification and resolution steps
- Target Audience: Our Development Team
- Source: Our Operations Team
- Frequency: Hourly
- Rate-of-Decay: Hourly
- Urgency: High
- Structure: Unstructured
- Purpose: For operations to communication needed development actions and for issue resolution

External team comms (features/break-fix)

- Content Type: prose communications and notifications
- Target Audience: Non Org Unit Team members
- Source: Org Unit Team members
- Frequency: Ad-hoc
- Rate-of-Decay: Daily or Weekly
- Urgency: Medium
- Structure: Unstructured
- Purpose: Communication with internal teams not part of this Org Unit for collaboration, assistance, or issue resolution. (e.g. IT Security)

External/Upper Management Stakeholder Notification/Status

- Content Type: Prose, costs, availability, usage
- Target Audience: Executives and Upper Management
- Source: Org Team Management
- Frequency: Monthly
- Rate-of-Decay: Weekly
- Urgency: Medium
- Structure: Unstructured
- Purpose: Simplify and provide necessary data for Executives and Upper Management to understand system and team status

Lateral Internal Stakeholder Notification/Status

- Content Type: Dashboard, Prose
- Target Audience: Solutions Architects, Consultants, Internal Customers
- Source: Org Team Management, Operations team
- Frequency: Daily or Ad-hoc
- Rate-of-Decay: Daily
- Urgency: Medium
- Structure: Unstructured
- Purpose: Provided notifications about outages, Maintenance, and Catalog Item issues that prevent usage

Dashboards

- Content Type: diagrams, graphs, tables
- Target Audience: Org Unit Team Members
- Source: Automation and Tooling, Costs Database
- Frequency: Continuous
- Rate-of-Decay: Continuous
- Urgency: Low
- Structure: Structured
- Purpose: Historical, trending, capacity, performance

Reporting

- Content Type: diagrams, graphs, tables
- Target Audience: Org Unit Management
- Source: Automation and Tooling, Costs Database
- Frequency: Continuous
- Rate-of-Decay: Continuous
- Urgency: Low
- Structure: Structured
- Purpose: Historical, trending, capacity, performance

Monitoring/Alarming

- Content Type: Notifications, Alarms
- Target Audience: Org Team Management, Development Teams, Architects, and Operations Team
- Source: Monitoring and Metrics Automation
- Frequency: Continuous
- Rate-of-Decay: Continuous
- Urgency: High, Critical
- Structure: Structured
- Purpose: Notification of any incident requiring urgent attention to prevent system failure

Ideas/Innovation for Future Improvement/Whiteboarding/Team-brainstorming

- Content Type: Lists, prose, diagrams
- Target Audience: Management, Architecture
- Source: All Org Unit team members
- Frequency: Ad-hoc
- Rate-of-Decay: Quarterly
- Urgency: Low
- Structure: Unstructured
- Purpose: Provides information about new initiatives and concepts about them for consumption by Management and Architecture when determining next steps.

Customer-facing problems

- Content Type: Prose, Issues, User reports
- Target Audience: Management, Developer Team, Operations team
- Source: Customers
- Frequency: Ad-hoc
- Rate-of-Decay: Hourly
- Urgency: High
- Structure: Unstructured
- Purpose: Feedback from customers regarding problems using our services and systems

Customer-facing RFE

- Content Type: Prose requesting a new feature or Catalog item
- Target Audience: Developers and Operations Team
- Source: Customers
- Frequency: Ad-hoc
- Rate-of-Decay: Weekly
- Urgency: Low
- Structure: Unstructured
- Purpose: New requests and features from customers.

Customer-facing Special Request

- Content Type: Ticket, Prose
- Target Audience: Management, Operations team
- Source: Customer
- Frequency: Ad-Hoc
- Rate-of-Decay: Daily
- Urgency: Medium
- Structure: Unstructured
- Purpose: Request special assistance with a Catalog item with volume, lifetime, etc.

Customer-Lab Status Communications

- Content Type: Prose
- Target Audience: Customer
- Source: Automation
- Frequency: Ad-Hoc
- Rate-of-Decay: Continuous
- Urgency: Low
- Structure: Structured
- Purpose: Provide Lab status and access details to the customer of a Lab

System Maintenance/Outage also CI status (internal/external)

- Content Type: Schedule (for planned outages), Notification, Dashboard, Email
- Target Audience: Customers (Internal/External), Ops Team, Management
- Source: Development Team or Operations Team
- Frequency: Ad-hoc
- Rate-of-Decay: Does not decay until complete
- Urgency: Medium
- Structure: Structured
- Purpose: Notification of Maintenance or Outages

Team Relationship/Discussion

- Content Type: Chat, Discussion, Voice, Video
- Target Audience: Org Unit Management and Team Members
- Source: Org Unit Management and Team Members
- Frequency: Daily
- Rate-of-Decay: Hourly
- Urgency: Low
- Structure: Unstructured
- Purpose: Team relationship and communications (semi-work-related or morale-/camaraderie-related)

Outage Resolution (aka Fire-fighting comms)

- Content Type: Chat, Discussion, Voice, Video, Procedure
- Target Audience: Org Unit Management and Team Members
- Source: Org Unit Management and Team Members
- Frequency: Ad-hoc
- Rate-of-Decay: Immediately
- Urgency: Critical
- Structure: Unstructured
- Purpose: Resolution of an ongoing critical outage affecting utilization or provision of services

Procedures

- Content Type: Checklists, Commands, Images, Diagrams
- Target Audience: Org Unit Management or team Members, Customers,
- Source: Org Unit Management and Team Members
- Frequency: Ad-hoc
- Rate-of-Decay: Monthly
- Urgency: Medium
- Structure: Semi-Structured
- Purpose: To ensure repeatability of procedure and process

Long-form Documentation/Explanations

- Content Type: Processes, Procedures, Checklists, Images, Diagrams
- Target Audience: All Org Unit Team members
- Source: All Org Unit Team members
- Frequency: Ad-hoc
- Rate-of-Decay: Monthly
- Urgency: Low
- Structure: Semi-structured
- Purpose: To provide information on all aspects of technical and non-technical documentation to any team-member who needs it.

Secrets/Passwords (user)

- Content Type: Passwords, keys, tokens, usernames
- Target Audience: Management, Infra, and Ops team members
- Source: Infra and Ops team members
- Frequency: Annually or ad-hoc
- Rate-of-Decay: Annually or Quarterly
- Urgency: Low
- Structure: Structured
- Purpose: To ensure that the team has the ability to login and to test services as-needed, and to ensure teams have the ability to provide this information to other team-members.

Secrets/Passwords (tools)

- Content Type: Passwords, keys, tokens, usernames
- Target Audience: Automation
- Source: Automation
- Frequency: Annually or ad-hoc
- Rate-of-Decay: Annually or Quarterly
- Urgency: Low
- Structure: Structured
- Purpose: To ensure that the team has the ability to login and to test services as-needed, and to ensure teams have the ability to provide this information to other team-members.

General communications structure and information flow architecture: Information type and tool

Information Type	Wiki	CDN FAQ	CDN Index	Non-technical diagram	Technical diagram	Status page	Ticketing	Dashboard /reporting	Reporting	Customer portal	Video	Chat	Email	Calendar	Secrets/ passwords	Vault
Company policy	x		x													
Team policy	x		x													
Team structure		x		x												
Team schedule/availability														x		
Technical diagrams					x											
Non-technical diagrams				x												
Architecture requirements/documentation	x				x											
Procedures	x															
Internal events and schedules														x		
External events and schedules														x		
Infrastructure changes/change schedule						x								x		
Production demo/workshop changes/change schedule						x								x		
Feature request							x									
Ticketing (external)							x									
Task list							x									
Daily status handover											x	x				
Developer of CI comms (break-fix)							x						x			
Owner of CI comms (deprecation)							x						x			

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General communications structure and information flow architecture: Information type and structure

Information Type	Target Audience	Source	Frequency	Rate-of-Decay	Urgency	Structure	Purpose
<i>Company policy</i>	All teams	Gov regulation, corporate executives, policy teams	Yearly or Ad-hoc	Almost never	Medium	Unstructured	Government regulation, corporate executives and policy teams
<i>Team policy</i>	Team organizational unit employees	Org unit management & HR partners	Yearly or Ad-hoc	Almost never	High	Unstructured	Compliance, team order
<i>Team structure</i>	Entire organizational unit	Org unit management & HR partners	Yearly or Ad-Hoc	Quarterly	High	Semi-Structured	Team order
<i>Team schedule/availability</i>	Individual teams within org unit	Management and team members	Ad-hoc, usually monthly	Daily	Urgent	Structured	Availability of individuals, work and sprint planning
<i>Technical diagrams</i>	Technical staff, customers, management	Technical designers and architects	Ad-hoc	Quarterly	Low	Structured	Reference materials to clarify technical systems, processes, and workflows in pictorial form
<i>Non-technical diagrams</i>	Org unit management & team members, customers	Management and team members	Ad-hoc	Quarterly	Low	Semi-Structured	Reference materials to clarify organization, processes, workflows in pictorial form, and to collaborate
<i>Architecture requirements/documentation</i>	Architects and technical team members	Architects	Ad-hoc	Quarterly	Medium	Structured	Record requirements, design-decisions, and architecture for reference and future use.
<i>Procedures</i>	Org unit team members, customers	Management and team members	Ad-hoc	Monthly	Medium	Semi-structured	Provide repeatable steps and/or instructions to accomplish a task
<i>Internal events and schedules</i>	Management, Event-involved team-members, customers	Event coordination team	Ad-hoc	Weekly	Medium	Structured	Coordinate events and schedules, and org unit team attendance/support
<i>External events and schedules</i>	Management, Event-involved team members, customers	External event coordination/planning team	Ad-hoc	Weekly	Medium	Structured	Coordinate events and schedules (often events like conferences and training).
<i>Infrastructure changes/change schedule</i>	Org unit management, team members, customers	Infrastructure architects and ops team members	Ad-hoc	Weekly	High	Structured	Ensure the team knows of changes being made to systems and of related systems to identify outages or unexpected impacts to surrounding systems
<i>Production demo/workshop changes/change schedule</i>	Org unit management, team members, customers	Demo/workshop developers and ops team members	Ad-hoc	Daily	High	Structured	Ensure the team knows of changes being made to demos/workshops and of related systems to identify outages or unexpected impacts to surrounding systems

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Information Type	Target Audience	Source	Frequency	Rate-of-Decay	Urgency	Structure	Purpose
Feature request	Developers or infrastructure architects	Customers, org unit team members	Weekly	Quarterly	Low	Unstructured	Requests for new features or systems
Ticketing (external)	Operations team	Customers, non-internal team members	Daily	Daily	Medium	Unstructured	Feedback channel for customers contact operations team and developers for assistance with issues or notification of issues not detected by tooling.
Task list	Org unit management or team members	Org unit management or team members	Weekly	Weekly	Medium	Structured	Communication between subteams of tasks and dependencies, allows management to assist with setting priorities, keep tasks from being lost until complete or deemed obsolete.
Daily status handover	Current local timezone operations team	Previous local timezone ops team	Daily	Hourly	High	Semi-structured	Ensure warm-handover of tasks and customers so that none are dropped unintentionally, and that problems are resolved as intended.
Developer of CI <i>comms</i> (break-fix)	Developer(s)/ maintainer(s) of a catalog Item	Operations team, customers	Ad-hoc	Hourly	High	Unstructured	Disable ordering of broken CIs, Provide developers a notification and a task for fixing a CI that is having issues.
Owner of CI <i>comms</i> (deprecation)	Owner(s) of a catalog Item	Org unit management and operations team	Ad-hoc	Monthly	High	Unstructured	Escalation of issues with a CI, or of deprecation of a CI - usually leading to retirement of a CI if unresolved.
Internal <i>dev</i> to ops team <i>comms</i>	Our ops team	Our <i>dev</i> team	Hourly	Hourly	High	Unstructured	For development to communication needed operational actions in-flight and for issue resolution
Internal ops to <i>dev</i> team <i>comms</i>	Our <i>dev</i> team	Our ops team	Hourly	Hourly	High	Unstructured	For operations to communication needed development actions and for issue resolution
Our team to external team <i>comms</i> (features/break-fix)	Non org unit team members	Org unit team members	Ad-hoc	Daily or Weekly	Medium	Unstructured	Communication with internal teams not part of this Org Unit for collaboration, assistance, or issue resolution. (e.g. IT Security)
External/upper management stakeholder notification/status	Executives and upper management	Org team management	Monthly	Weekly	Medium	Unstructured	Simplify and provide necessary data for Executives and Upper Management to understand system and team status
Lateral internal stakeholder notification/status	Solutions architects, consultants, internal customers	Org team management, ops team	Daily or Ad-hoc	Daily	Medium	Unstructured, provided notifications about outages, maintenance, and catalog item issues that prevent usage	
Dashboards	Org unit team members	Automation and tooling	Continuous	Continuous	Low	Structured	Historical, trending, capacity, performance
Reporting	Org unit team members	Automation and tooling, costs database	Continuous	Continuous	Low	Structured	Historical, trending, capacity, performance

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Information Type	Target Audience	Source	Frequency	Rate-of-Decay	Urgency	Structure	Purpose
Monitoring/alarms	Org team management, development teams, architects, and operations team	Monitoring and metrics automation	Continuous	Continuous	High, Critical	Structured	Notification of any incident requiring urgent attention to prevent system failure
Ideas/innovation for future improvement/whiteboarding/team brainstorming	Management, architecture	All org unit team members	Ad-hoc	Quarterly	Low	Unstructured	Provides information about new initiatives and concepts about them for consumption by Management and Architecture when determining next steps.
Customer-facing problems	Management, developer team, operations team	Customers	Ad-hoc	Hourly	High	Unstructured	Feedback from customers regarding problems using our services and systems
Customer-facing RFE	Devs and ops team	Customers	Ad-hoc	Weekly	Low	Unstructured	New requests and features from customers
Customer-facing special request	Management, ops team	Customer	Ad-hoc	Daily	Medium	Unstructured	Request special assistance with a catalog item with volume, lifetime, etc.
Customer-lab status communications	Customer	Automation	Ad-hoc	Continuous	Low	Structured	Provide lab status and access details to lab customer
System maintenance/outage also CI status (internal/external)	Customers (internal/external), ops team, management	Dev or ops team	Ad-hoc	Does not decay until complete	Medium	Structured	Notification of maintenance or outages
Team relationship/discussion	Org unit management and team members	Org unit management and team members	Daily	Hourly	Low	Unstructured	Team relationship and communications (semi-work-related or morale-/camaraderie-related)
Outage resolution (aka fire-fighting comms)	Org unit management and team members	Org unit management and team members	Ad-hoc	Immediately	Critical	Unstructured	Resolution of an ongoing critical outage affecting utilization or provision of services
Procedures	Org unit management and team members, customers	Org unit management and team members	Ad-hoc	Monthly	Medium	Semi-Structured	To ensure repeatability of procedure and process
Documentation/explanations	All org unit team members	All org unit team members	Ad-hoc	Monthly	Low	Semi-structured	To provide information on all aspects of technical and non-technical documentation to any team-member who needs it.
Secrets/passwords (user)	Management, infra, and ops team members	Infra and ops team members	Annually or ad-hoc	Annually or Quarterly	Low	Structured	To ensure that the team has the ability to login and to test services as-needed, and to ensure teams have the ability to provide this information to other team-members.
Secrets/passwords (tools)	Automation	Automation	Annually or ad-hoc	Annually or Quarterly	Low	Structured	To ensure that the team has the ability to login and to test services as-needed, and to ensure teams have the ability to provide this information to other team-members.