

DATASHEET

Community Management Resource

IP Lifecycle Management and Traceability for the Enterprise

Community Management Resource

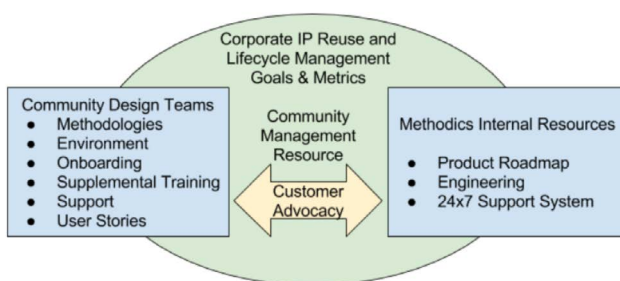
The Community Management Resource (CMR) is a trained and qualified field applications engineering resource provided by Methodics. This resource is located on-site at the customer’s premises for a majority of his or her working hours. Customers provide a dedicated office or cubicle for the resource so that he/she can have “office hours”, and access to the internal Customer network via a laptop. The CMR also spends face time at Methodics headquarters advocating as needed on behalf of the Customer.

Within the context of the Customer corporate goals for a collaborative global design environment, the CMR helps individual design teams make the right decisions to set up their local environments and receive the training and knowledge base required to accelerate onboarding into the IP Reuse and Lifecycle Management methodology. This approach helps Customers make the most of their Methodics investment and eliminates internal silos.

In short, the CMR acts as an agent of change to help promote IP-centric design practices and reuse goals, implementation, and collaboration within your global design community – making sure that all participants have the visibility and information they need to succeed.

Community Management Resource (CMR) Experience

- Local expert from Methodics
- Dedicated to work with the Customer
 - Part of the “Community of users” in the enterprise
- Is a Subject Matter Expert (SME) with multiple areas of expertise and access to additional experts
 - IP Management - Percipient, Workspace Management, Release Management
 - Access Controls/Security
 - DM Systems - Perforce, Git, DesignSync, Clearcase, SVN, SharePoint
 - Analog Integration - VersIC
- Understands customer workflow needs
 - Specific customer needs
 - Legacy issues
 - Integration challenges



Embedded with the Customers Team

- Discover the local infrastructure
- Guide the customer with best practices
- Assist with design flows
- Review AS-IS business practices compared to potential TO-BE business practices
- Identify GAPS with current processes and recommend industry best practices
- Assist in developing roadmap to close GAPS
- Champion Customers requirements/needs in Methodics product planning meetings

The CMR has the following responsibilities:

Onsite Support Activities (at Customer Site)

- Helps communicate Customer corporate IP Reuse and Lifecycle Management goals to individual design communities
- Provides on-site support and direct answers to any product related questions as they arise
- Works with Customer to identify and prioritize product enhancements
- Provides custom "AEware" scripts and integration support for customer specific workflows as needed
- Is the designated monitor of the dedicated Slack* support channel to be sure questions, concerns, and issues are addressed promptly by the best qualified internal Methodics resource(s)
- Is the designated monitor to handle any tickets filed by the customer that require fixes and enhancements from Methodics.
- Is the designated "integration expert" to define appropriate methodologies with Customer stakeholders

- Sets up IP management related audit methodologies
- Negotiate enterprise notifications strategy with Customer
 - IP Release/bug-tracking/key-milestones/health etc.

Methodics Activities

- Acts as the Customer advocate within Methodics to set support and product enhancement priorities and establish schedules, milestones, and deliverables to meet the Customer needs
- Is the Customer Liaison for input into the Product Planning cycles - drives the creation and prioritization of Customer user stories for implementation in the Product Roadmap
- Organizes and drives quarterly (or some other period as specified by the Customer) review meetings and Product Roadmap updates between the Customer and Methodics resources
- Tracks, drives completion of, and reports status of action items resulting from the periodic meetings

Training / Other Activities

- Provides supplemental on-site training as needed
- Promotes Methodics best practices
 - Consult on IP Lifecycle Management best practices
 - Evangelize IP reuse best practices
 - Best practices based on industry experience