

CRM - Roles and Responsibilities

Role	Company	Responsibilities	Environments / Branches
Technical Architect			
Tech Lead			
Tech Lead Backup			
Developer			
SOs/POs			
DevOps Engineer	Syensqo	<ul style="list-style-type: none"> Support Architect for the Platform Landscape Architecture Be the PoC for Projects for all Release topics Activities/Adjustments Approver and accountable of Current Release Process Exceptions Design & Define the Release processes and overall E2E application lifecycle management processes Ownership of the DevOps tooling setup and enhancements to it (such as copado, CICD automations, monitoring, ...) Has an overall overview of the complete development lifecycle (including release management phase) Investigates process bottlenecks (functional or technical) and ensure the proper resolution for these, with emphasis in the Release management phase Ensure that the overall development lifecycle enforces quality and robustness Perform Release Post Mortem Reports 	
Release Manager / Deploy. Manager	MS	<ul style="list-style-type: none"> Coordination of The Release Train Activities (Scope Closure, Merge into release branches, Release Sheet Fill-in, etc) When applicable, Developing Cut Over plan: outlining the tasks and materials needed to deploy a release into the production environment effectively. Internal Communication of the Release Progress and eventual delays with mitigation plan Ensures that changes are effectively packaged, tested, and delivered while minimizing disruption to the production environment. Perform Release Pre-Deployment Steps Perform Release Validation Perform Release Pos Deployment Steps Repository Alignment and Sandbox Refreshes Keep Release Plan and Sandbox Refresh Plan Updated 	<p>Salesforce Orgs Details</p> <p>CORE</p> <ul style="list-style-type: none"> MajorDev1: https://syensqo-crm--majordev1.sandbox.my.salesforce.com/ MajorINT: https://syensqo-crm--majorint.sandbox.my.salesforce.com/ MinorDev: https://syensqo-crm--minordev.sandbox.my.salesforce.com/ BugFix: https://syensqo-crm--bugfix.sandbox.my.salesforce.com/ INT: https://syensqo-crm--int.sandbox.lightning.force.com/lightning/page/home UAT: https://syensqo-crm--uat.sandbox.lightning.force.com/lightning/page/home PROD: https://syensqo-crm.lightning.force.com/lightning/page/home <p>iCARE</p> <ul style="list-style-type: none"> MajorDev1: https://syensqo-icare--majordev1.sandbox.my.salesforce.com/ MajorDev2: https://syensqo-icare--majordev2.sandbox.my.salesforce.com/ MajorINT: https://syensqo-icare--majorint.sandbox.my.salesforce.com/ MinorDev: https://syensqo-icare--minordev.sandbox.my.salesforce.com/ BugFix: https://syensqo-icare--bugfix.sandbox.my.salesforce.com/ INT: https://syensqo-icare--int.sandbox.lightning.force.com/lightning/page/home UAT: https://syensqo-icare--uat.sandbox.lightning.force.com/lightning/page/home PROD: https://syensqo-icare.lightning.force.com/lightning/page/home <p>Environments:</p> <ul style="list-style-type: none"> env/int, env/uat, master