2018 Work Plan Items
(DRAFT)

Describe the items in detail, level of effort, and how to measure success.

Work Item	Responsible	Priority	Effort	Measurement	Notes
Change Mgmt/Communications	Comodo	High	Months	Completion - end of October	
ACME Support in CCM	Comodo	High	Months	Completion by end of 2018	Product Roadmap for ACME - In flight
SSO Enhancements	Shared	Medium			InCommon needs to further define this with clarification from the community (whether DRAOs will require MFA) - Nicole to poke Nicholas for updates
Improve the EV process * Documentation * Videos * Training * Flexibility on source docs * training of Comodo staff	Shared	High			**Videos and documentation** will be ongoing, but InCommon to provide feedback on what we want done (for all customers). Need to flesh out specific documentation in a breakout session. Erin will schedule for September (Robert, Nicole, Jay, Paul, Angi) **Training**: InC will promote FAQ and who to contact for what types of support. Promote Comodo's new KB. InC will scan KB and make requests for tagging as

					appropriate.
Improve the DCV process * Documentation * Videos * Training	Shared	High			Videos will be ongoing, but InCommon to provide feedback on what we want done (for all customers) Need to flesh out specific documentation in a breakout session. Erin will schedule for September (Robert, Nicole, Jay, Paul, Angi). Look at new KB on Comodo's website (explains GDPR, etc) - 2 hours

Support
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Documentation/Clarification
 * Knowledge base?
 * Additional training videos
     -CSR generation
     -cert installation
     -cert renewal
	Shared	Medium	Weeks		Look for opportunities for videos, InC do FAQ and direct where to go for support.
					
					Comodo can tag items in KB with InCommon, also InC can re-use material in their KB.

Process Integration between InC and Comodo * Source documents for org vetting / consistent org names * Admin contacts?	Shared	Medium	Weeks		Angi and Nicole to sync processes and facilitate needed change.

* Managing RAO contact info * Managing Org info					
Dashboard Enhancements: SLA info??	Comodo				Client cert issuance times, etc.
InCommon Cert API	InCommon	Medium	Carryover from 2017	Completion by mid-2019	Paul discuss with Steve Zoppi.
Communications with community RE: 2018 SLA changes	InCommon	Medium			