OMEC
Open Management Education Center

Empower the business

ITIL®, Scrum, PRINCE2 Agile® in practice

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About us

- Our trainers group includes management practitioners, whose passion is also to share knowledge and experience acquired during their professional careers.

- All of them are active project managers, advisors and consultants in various fields of management. You will not find a trainer among them who has not experienced activities in accordance with the methodology or approach that they teach.

Management Space by OMEC

Summary

Introduction

Project overview

Methodologies

Approach and stages

Management Space by OMEC

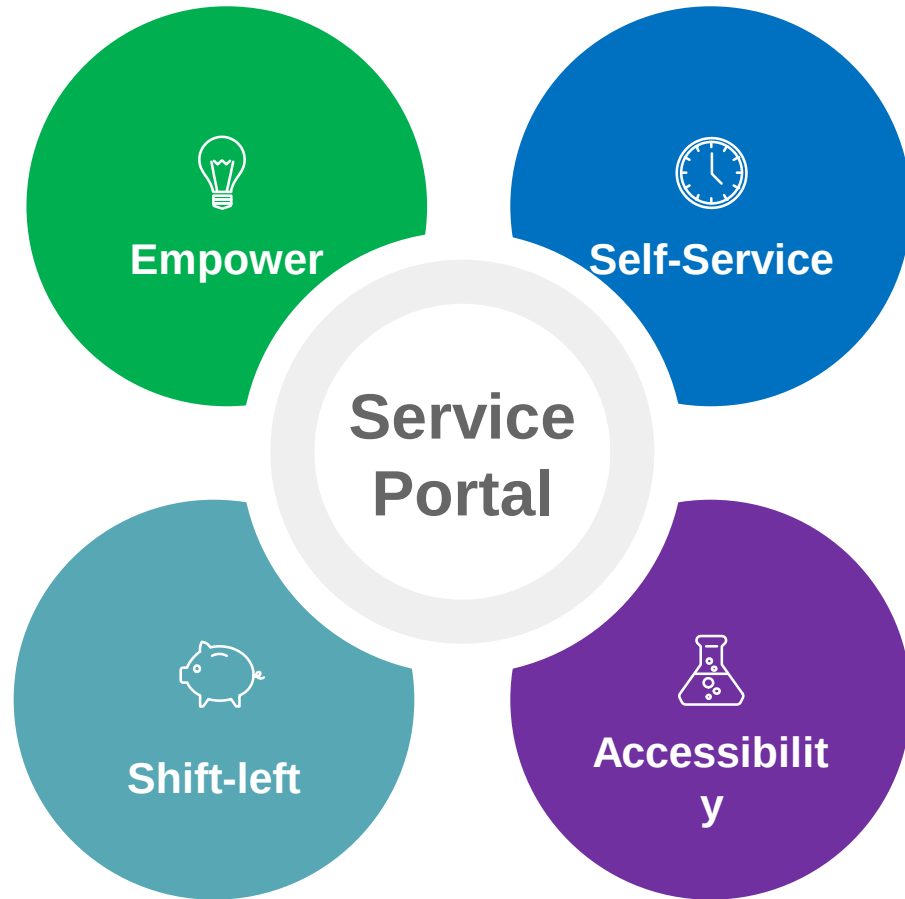# Context

Suppliers

Project

THE CLIENT

IT Organization

Business context

The Project

Empower

Self-Service

Service Portal

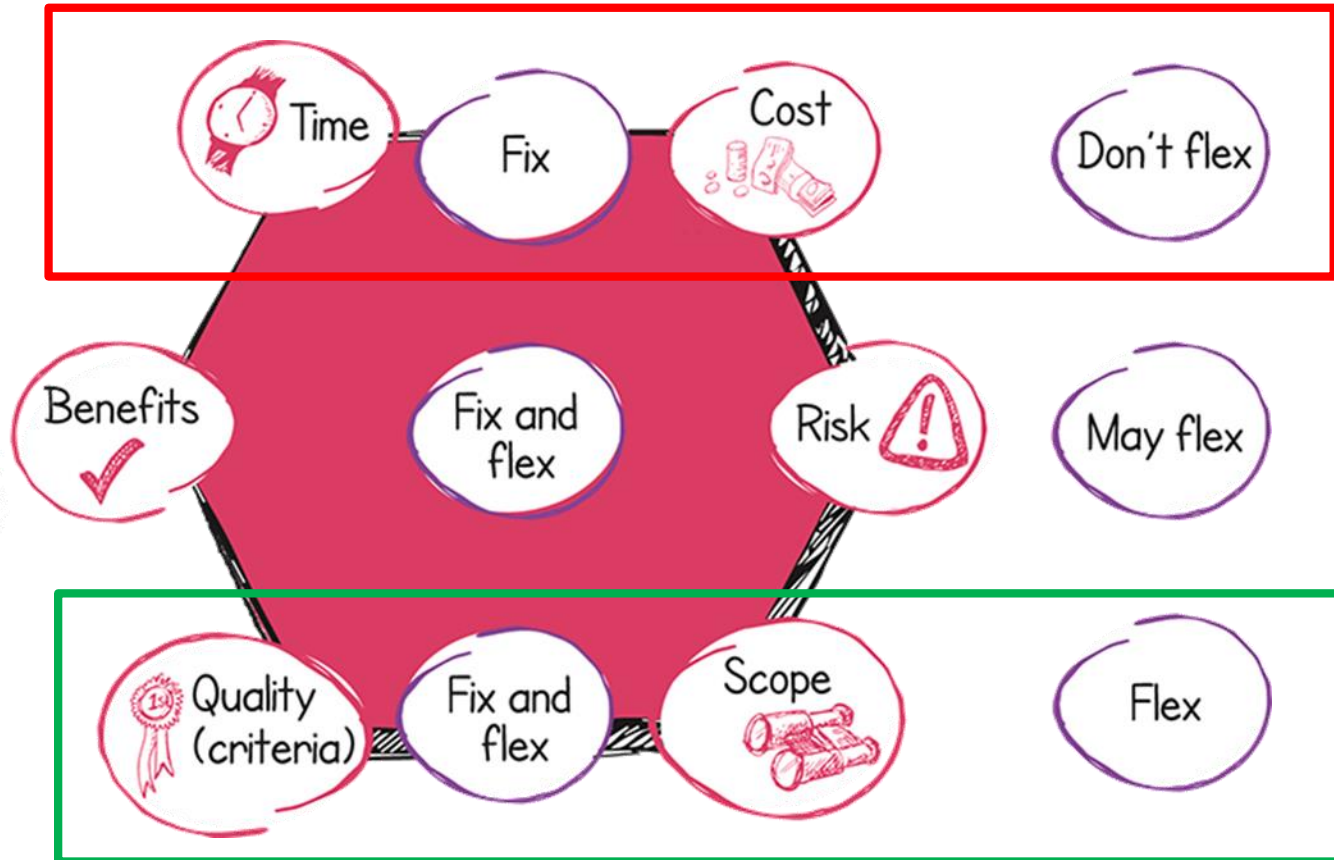**Shift-left**

Accessibility

What content?

Knowledge / Information / FAQ / Articles / News

Requests

Service descriptions

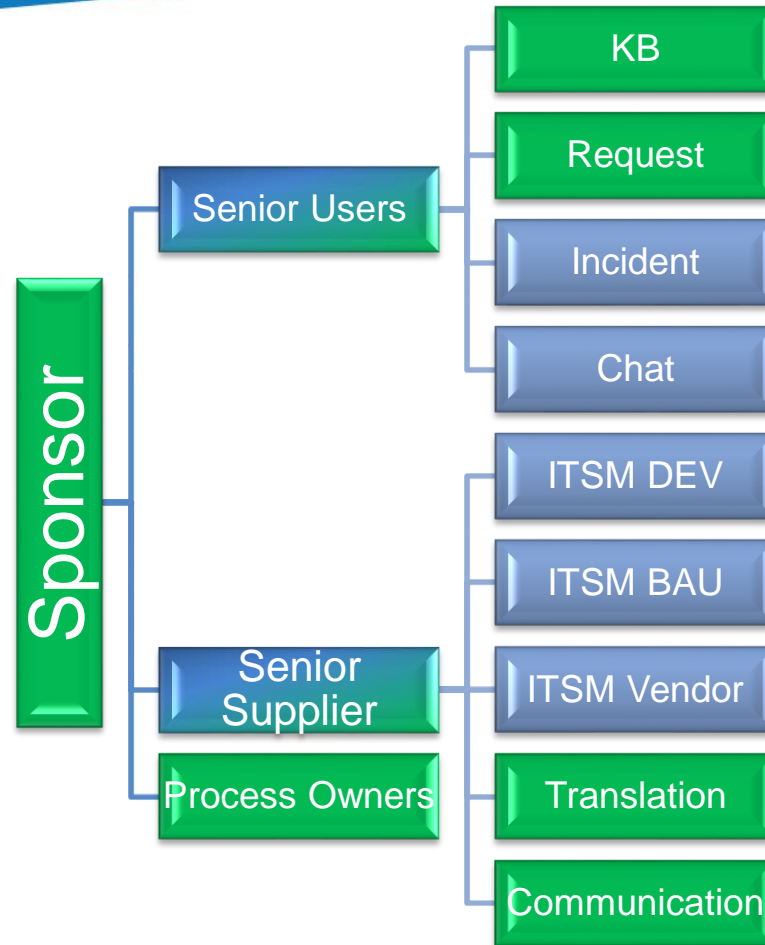Contact options (phone, walk-in, chat, etc.) and support availability

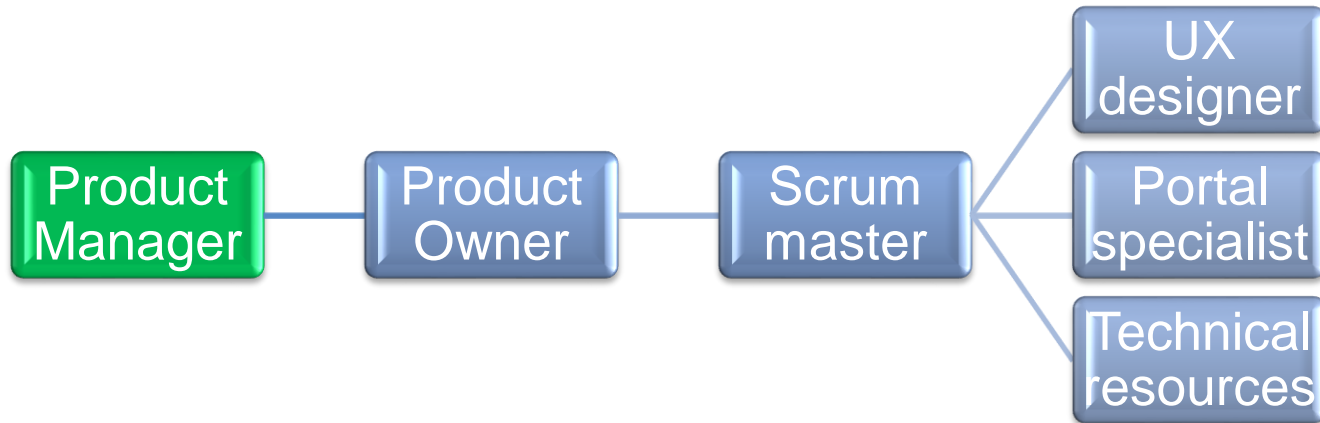Management Space by **OMEC**
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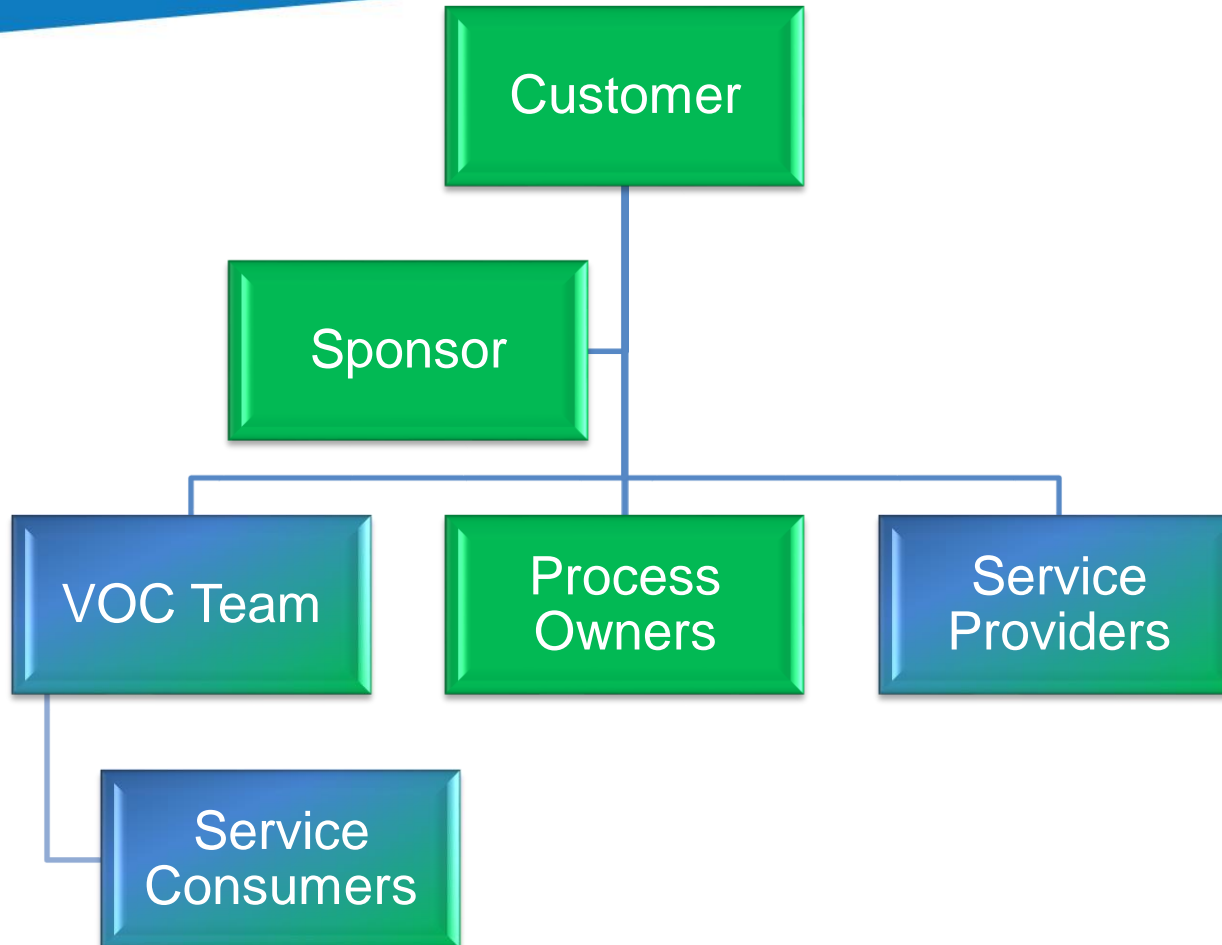
What was known?

Structure 1/3

Structure 2/3

```
┌─────────┐     ┌─────────┐     ┌─────────┐          ┌─────────┐
│ Product │─────│ Product │─────│  Scrum  │───────── │   UX    │
│ Manager │     │  Owner  │     │ master  │          │designer │
└─────────┘     └─────────┘     └─────────┘          └─────────┘
                                           ───────── ┌─────────┐
                                                      │ Portal  │
                                                      │specialist│
                                                      └─────────┘
                                           ───────── ┌─────────┐
                                                      │Technical│
                                                      │resources│
                                                      └─────────┘
```

Structure 3/3

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Why?

IT Services 2018 Survey, Service Portal below average

Not intuitive, not user friendly, very confusing

Difficult to locate requests

Categories don't make sense for non-technical users

End up needing to call the Service Desk or ask on site support

Positive feedback of the chat feature

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Understanding our stakeholders

90 000+ users
IT 7% | non-IT 93%

90 countries
FR (28%), US (14%), DE (8%), BR (4%) | PL (1%)

10 languages
EN, FR, DE, CZ, HU, IT, SP, PT, CN, JP

SWOT
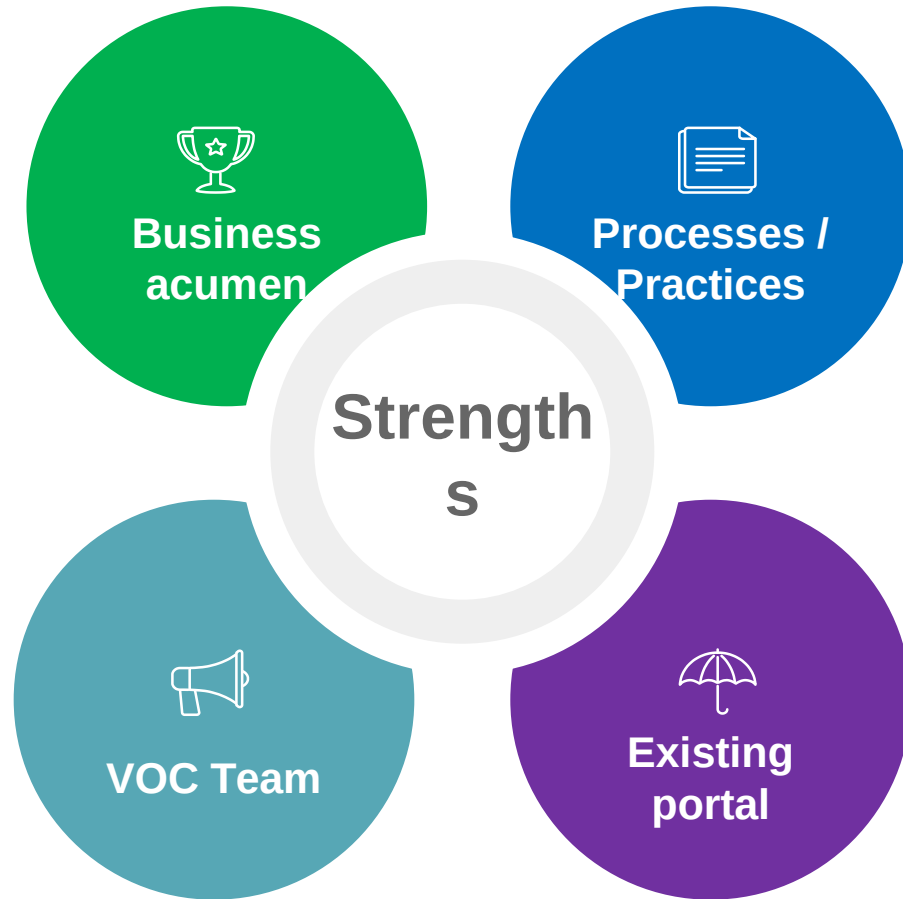
Business acumen

Processes / Practices

Strengths

VOC Team

Existing portal

SWOT

Timeline

Languages, countries

Weaknesses

Knowledge levels

Clarity

SWOT

Fix existing

Perception

Opportunities

Agile DEV

Choose battles

SWOT

Paperwork

Conflicting IT priorities

Threats

Not just DEV work

Other projects

Value driven
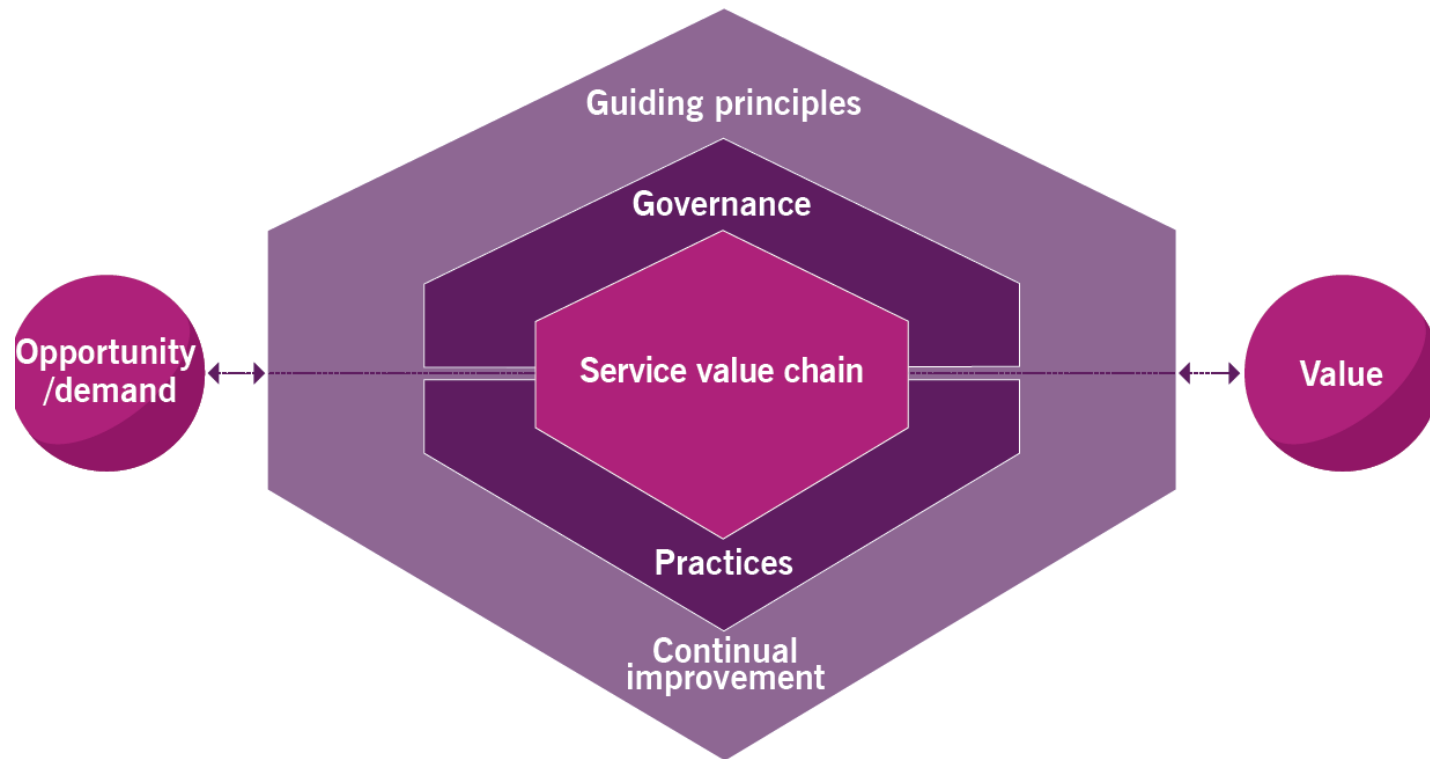
Change Control & Agile DEV

Clarification	DEV	Testing	Done
• Draft • Design • To be approved	• Ready for DEV • Work in progress • Awaiting info • To be pushed to UAT	• Ready for UAT • Testing failed • Ready for PROD • To be pushed to PROD	• Closed • Deferred • Cancelled

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Timeline

Phase 1 – Initial requirements
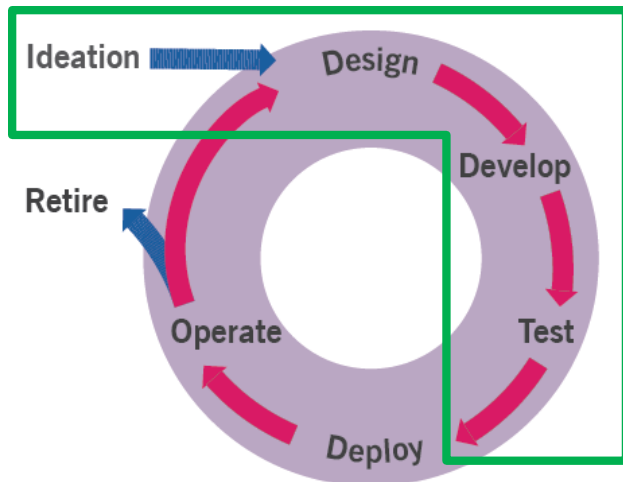
10 x 1 week DEV
and translation
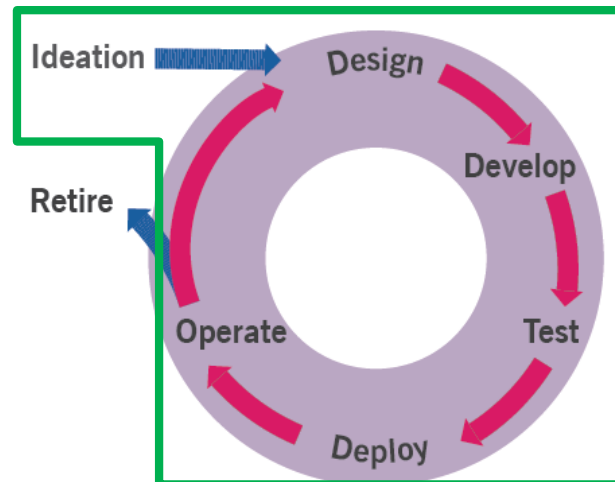
2 x 1 week

Extended
test (IT live)

Live
(business users)

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Timeline

Phase 2 – Additional requirements

Ideation → Design → Develop → Test → Deploy → Operate → Retire

Hypercare
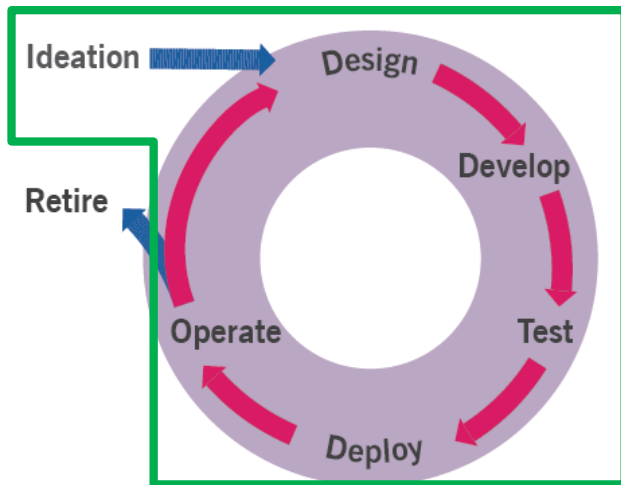
2 x 2 weeks DEV and translation

Business value

BAU

Continuous debugging

Retire old Portal

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Adopt and Adapt

Sections
- **From** IT language / perspective
- **To** involve business users = simple terms
- **+** Buzz effect - the business became our promoter

Translations
- **From** external / professional
- **To** internal / natural language
- **+** It "speaks" to the business, adapt, not just translate

Visual elements
- **From** DEV UX designer
- **To** IT Communication
- **+** Aligned with the new visual chart

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End result 1/2

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End result 2/2

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Takeaways 1/2

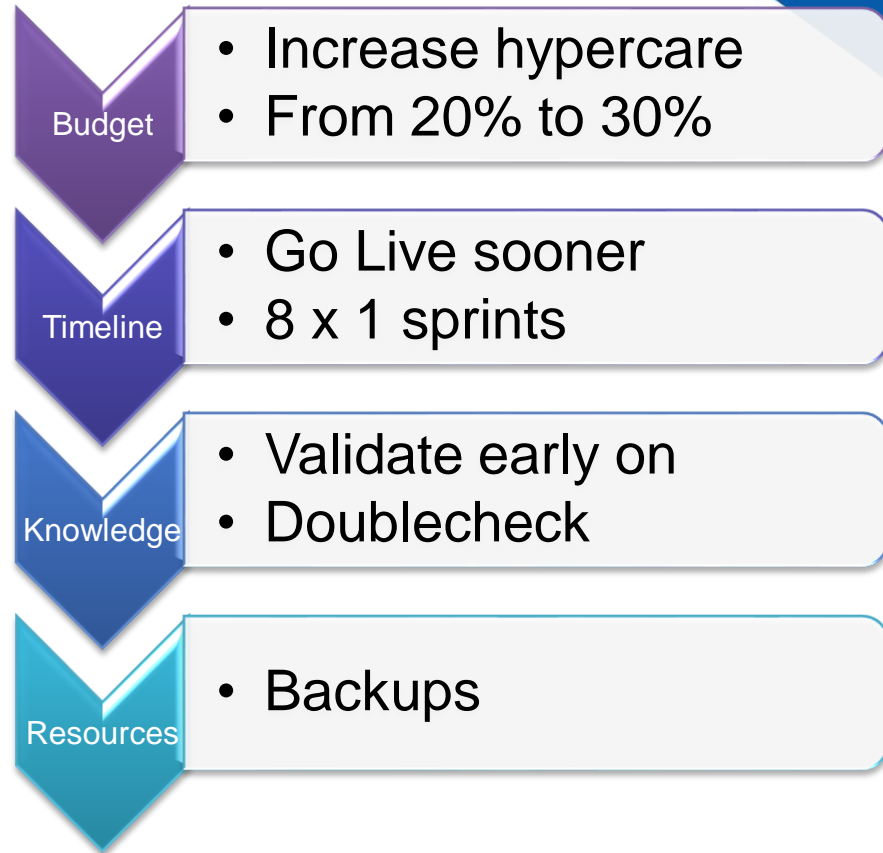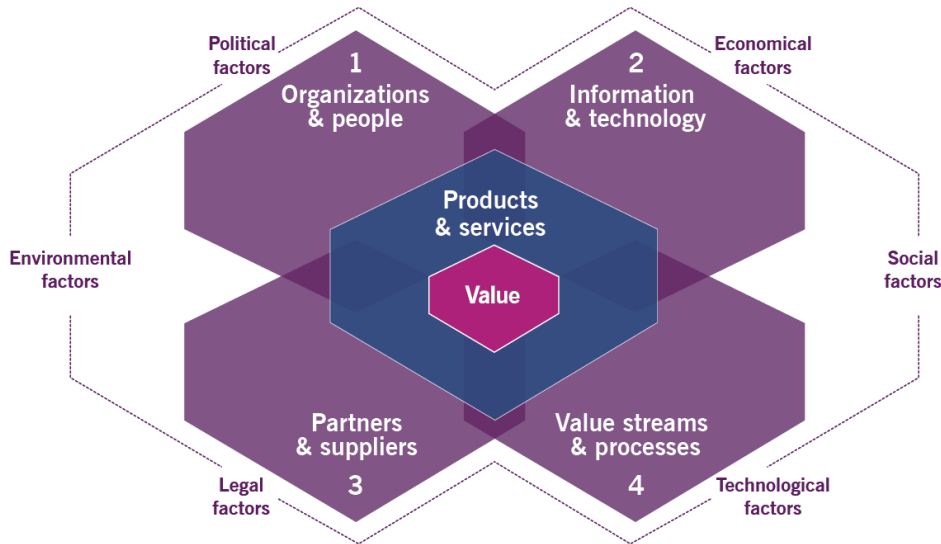|	
Vision	• Empower the business by facilitating usage
Baseline	• IT survey results
Target(s)	• Search instead of browse • Fix issues and enhance usability
Action(s)	• Based on priorities • Within budget
Did we get there?	• Relevant information can be retrieved

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Takeaways 2/2

Budget
- Increase hypercare
- From 20% to 30%

Timeline
- Go Live sooner
- 8 x 1 sprints

Knowledge
- Validate early on
- Doublecheck

Resources
- Backups

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Q&A

Thank you very much for your time!

If you have any questions about this document or our work, please don't hesitate to contact us at:

- www.omec.pl

- facebook.com/omec_edu

- info@omec.pl

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