From the Trenches – December 2014 – Happy Holidays!
(best viewed in full screen)

#Have a Story?

#Grow@hp
#HP University (HPU) has the learning and development resources you need to develop in your role and prepare for your next career move at HP.

A bit of HP history
Bill Hewlett and Dave Packard became friends at Stanford University before forming a two-person company in a rented garage —the original Silicon Valley startup.

Other Resources & Links

#Ethics & Compliance Portal
Ethics is about doing the right thing, and is based on values. Compliance is about following the rules. They go hand in hand in a corporate environment.

#FY15 Mandatory Training

#ONE Lead
FY14 Target of $142M was exceeded – FY15 target is $172M
Working together benefits us all!

Project Support Group SharePoint

There is some cool stuff happening on the Project Support Group SharePoint…
Check it out here **#Project Support Group SharePoint**

Shout Outs! (One from DOC and CC)

I would like to give a shout out to everyone in the Command Center who has taken the time to train and teach me the different aspects of my new role. I have found everyone very helpful and willing to help any way they can.
- Callen Boris

I would like to give a shout out to Tanya Baucom. She has been a cornerstone for the updating and writing of new processes and WIKI updates that we have been implementing for the Command Center. Tanya always takes on new challenges with a smile and a "no problem" attitude. I rely on her to get things accomplished. Thank you Tanya for your dedication.
- Jenea Baker

Through Morgan Stanley we have been through our share of opportunities. However, through it all we had some really great techs and our CC team that I wanted to personally thank for their hard work and great leadership. Without them I do not feel that some sites would have went as smooth as they did. I truly appreciated them and wanted them to know I enjoy working with each and every one of them and look forward to many more projects with them in the future! Michael Stetler, Shannon Decker, Scott Millsap, Bud Holland, Matt Collins, Daniel Talbott, Tim Powers, Chris Kinton, Tommy Thompson, Nicolette White, Vincent Snowadowsky, Darminson Ospina, Dan Darsow, Jeff Johnston, Marcus Hill, Zackery Dzwonkiewicz, Josh Hogg, Michael Saiz, Nasia Lor, Nathan Brown, Nick Winnie, Ruben Bowman, Viktor Lugo, Kelly Crenshaw, Bill Fichera, Jose Socarro, Nanette Carlile, Michael Kornblum, Stephanie Christian, Brenda Grajeda, Natanya Baucom, Justin Gaddy, Charles Brownell, Cole Holliday, Cierra Law, and Robert Whitehorn.
- Mercedes McReynolds

Cole has demonstrated a will to win by suggesting new automated workflow notifications to inform field technicians of assignments in conjunction with the IRST tool. He consistently seeks improvement to processes thereby promoting quality and automation. I always appreciate his suggestions and sense of urgency for security/issues to the IRST SharePoint site. Together, he and I have recommended his IRST workflow notifications to the PMO as a method for them to stay informed on field service requests. Cole's e-mail correspondences are always professional and polite. Thank you to Cole for all of his hard work.
- Matt McCool

We would like to recognize the IRS Expense Team on all of their hard work in completing their processes and creating the training videos for the technicians in the field. This team has come a long way and grown by leaps and bounds. Your hard work and dedication to this project has been noticed and we thank you for everything that you do!
- Nasia Lor, Phil Parker, Jenea Baker

For Always ensuring your team has everything it needs, including you, to get the job done!
- Mercedes McReynolds

I want to thank Cristina for her hard work in the IDSS Rollouts tasks. She has done a great job. She is on the Top of the emails and she performs great follow up of the projects when I have been out of the office. Thanks Cristina for your commitment and partnership.
- Maria Paola Calderon

I want to take a minute and to recognize Engerly's work, she is a very proactive and multitasking agent. Her hard work is a plus in the Ericsson Account. Thank you and keep it up!!!
- Melissa Rojas

A huge shout out to Arn Heese for all of the reporting, tickets created for phone issues, Queue updates, Omega updates and all of the things that Phil and Jenea ask you to do every day on a whim! We couldn't do it without your support and expertise. Thank you sir.
- Phil Parker and Jenea Baker

Customer Shout Out!

In July 2014, the leadership team for IHG visited the Bentonville Office for the IHG Amercias Technology Refresh closure and project review. With any project this size, there were a lot of hurdles to overcome and learning from all of us, but overall the project was a huge success – as demonstrated by IHG's show of appreciation by presenting the IDSS team with the below plaque.
Due to IDSS's ability to adapt and overcome and create a partnership with the client, our relationship with IHG will continue to grow.
There are too many to name - so here's a BIG kudo to everyone that was engaged in this project and helped to make it a success!

Attendance Recognition!

These CC agents have been recognized for their excellent attendance and punctuality:

Ruban Bowman
Mary Brown
Sherman Bui
Cole Holliday
Josh Hogg

Elizabeth Moore
Michael Saiz
Tomas Smallwood
Tim Stow
Trent Tisdale

Morgan Stanley

On April 20, 2014, the Command Center had a staff of 3 agents to assist with coordination of the onsite installs at Morgan Stanley sites across the U.S. These installs were going to occur on Friday evenings and the verifications were going to take place the following Monday. What initially began as coordination and escalation with 3 agents via a bridge line (want to move away from bridge lines!), transformed into adding a phone queue in the CC, hardware/software ticket creation and follow-up, TV installs, APC swaps, 3rd party management, additional HP CE's (including IDSS CE's) and an additional 9 CC agents.
Towards the end of the project a small side project of 1115 monitors in 47 sites was also thrown into the mix.
At 662 sites and over 60,000 installs (PCs and Monitors), and after 7 months, 61 days, 2 hours and 8 minutes (give or take a few)... the Morgan Stanley project finished off strong. During the last customer call, Morgan Stanley commented, "Thank you everyone, but thank you especially HP for putting up with us, we could not have completed this project without you!"

I would personally like to thank all team members for all their hard work and dedication to this project, some days were easier than others but everyone pulled together to keep it going and finish out strong.

Submitted by Mercedes McReynolds

CHICO'S FAS

Chico's FAS (the retail women's clothing chain) and it's corresponding brands, Chico's, White House Black | Black Market, Soma and Boston Proper, began on November 3, 2014 and is scoped to run until September 2015. This is a POS refresh project that will involve replacing legacy HP RPOS's and the deployment of 3,000 HP AIO RPOS POS systems and IPads to approximately 1,500 stores across the U.S.

HP Field technicians will be performing an in-store survey for each location. Their goal will be to collect the details of the current site configuration, cabling and other important information prior to installation. To date, there have been 13 site surveys completed and the site installs are scheduled to kick-off Q2FY15 in February.

IDSS PM Jesse Parker is at the helm, with Callen Boris leading the effort from the Command Center perspective. The Command Center will also be providing support to the HP field technicians and the DSC in Bentonville will be responsible for the staging and deployment of the 3,000 systems that will be installed.

Submitted by Nasia Lor

Link up with Lync!!

By now, everyone should be using Lync when scheduling conference calls.

Consider this: If 90 percent of conference calls were made using Lync instead of a dial-in number, HP would save about $135,000 per day. That's about $44 million by the end of FY15! That's a lot of pennies!

Some Best Practices –

- It's terrifically convenient to have a dedicated meeting space in Lync, but if you host back-to-back meetings, the consecutive attendees may hear & see the end of the first meeting. Not good if you're talking about sensitive topics or just chatting with another member of the team. When you're talking about legitimate HP matters that should be kept confidential, such as customer information, keep your meetings private by choosing a "new meeting space" as the default in Lync Meeting options.
- When scheduling a call, put one of the 'Join by phone' numbers into the meeting location followed by the Conference ID number. This will allow those that cannot attend the call via the Lync link to easily locate the dial-in information.

So. Easy.

Subject	Meeting about a Meeting		
Location	Lync Meeting - +1-678-367-0003 Conf ID - 123 456 789	⌄	Rooms...
Start time	Thu 11/20/2014	🔢	10:30 AM ⌄ ☐ All day event

What is this?!?!

Click the pic to learn more...

Must-read article by Time Magazine

We should be proud of the HP turnaround journey thus far! #This article captures the essence of who we are...again! And what we must strive to be in the future.