



Communication from IDSS Project Support Group

From the Trenches – January 2015 – Happy 2015!

(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.

#FY15 Mandatory Training

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A bit of HP history

In 1985 the Garage is named a city landmark by the Palo Alto (CA) Historic Resources board. Two years later on 7 August, 1987 the Garage is granted California State Landmark status as California Registered Landmark No. 976.

Other Resources & Links

#Command Center Issue Submission

#Standards of Business

Project Support Group SharePoint

There is some cool stuff happening on the Project Support Group SharePoint...
Check it out here [#Project Support Group SharePoint](#)

Word from Phil

Greetings:

I hope this finds you well rested and enjoying some Kodak moments from the holidays. It is always bittersweet to write these as holiday memories are still being recorded while we simultaneously prepare for the new year. It is hard to believe that we are in a new year and the end of the first quarter is right around the corner! As we embark on this new year, I want to thank all of you for continuing to distinguish us as a team where individual passions for customer satisfaction fuel a collective purpose. Because of your commitment to collaboration, creativity, and innovation, 2014 was a very busy year filled with a lot of growth and noteworthy achievements. I know 2015 will continue this trend! If 2014 taught us anything, it is that being the best at what we do still breaks through the clutter. That, along with continuous innovation and diversification and maintaining our reputation that is earned every day, will carry us to greater gains ahead.

Thanks to all of you for everything and I look forward to what 2015 brings!

Phil

Shout Outs!

I would like to submit a shout-out recognition for Paola with the DOC team. She has been exceptionally helpful, with a very professional attitude, in providing the reports I have been requesting from Omega, since I do not have access to the full-time command center HP employees. I have requested several reports from her recently, and am always impressed with her helpfulness and fast response. She has assisted in in troubleshooting some areas of Omega I had not been familiar with, too, and her guidance with these items through email and Lync has been greatly appreciated. I truly appreciate her help and guidance with Omega issues.

– by Arn Heese

I wanted to take time to express my sincere thanks to everyone involved with the Kaiser iLO Remediation Project. It was truly a team effort, with over 100 people from the HP involved with the project's success. Thank You!! Cole Holliday was instrumental in ensuring the success of this project. Cole was the man behind the scenes, scheduling all IDSS resources throughout the project.

– by Lish Braggi

Kaiser iLO team also received a "WOW" and a "What a great success story" from Mike Alame and Mark Colaluca

Cristina Alvarado, Minor Carranza & Gilberth Cascante – Recertification Team

"I want to let you know and you can tell Gilberth, Cristina and Minor, you all have adapted really well to our team. I noticed the applications and tools that you use as you converse with me which lets me know the capabilities that

[Conduct Policy \(SBC\)](#)

[#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.



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Let's connect.

#ONE Lead
FY15 target is \$172M

#Quality matters

you have. You all pay attention to details and don't wait very long until you seek other sources of information. I informed my manager and others that I am very glad that Gilberth, Cristina, and Minor are part of our little troop"
— by Michael Tomsic Custom Services Project Manager

The IRS team completed 80,000 cut sheets in 2 days!! – Mercedes McReynolds

All the team members working over the blackout – Thank you!

Have a Request for a Site Visit?

If you have a Customer that is wanting to visit a facility, go to the [#Project Support Group SharePoint>IDSS Bentonville Command Center>Site Visitation](#) and fill out the form.

Once you click submit, this will generate an automatic e-mail to a select list of IDSS individuals making them aware of the visit so it can be put on their radar!!

WOW!! Project Coordination Team

From the beginning, IDSS was looking for more efficient methods to better resource customer projects. After many months of experimenting, the CE managers and PSG manager implanted new tools and a new structure to better accommodate our customers. As a result, the resource coordinating team was born and has evolved over the course of multiple projects.

There is an unbelievable amount of communication incoming and outgoing that is now channeled to a centralized point which is consisted of the Team lead Cole Holliday, Cierra Law, and Viktor Lugo. Through this team, project managers and customer requests have a one stop shop for recruiting CEs and project planning. Currently this team has touched 22 projects and scheduled almost 9500 field techs over the course of FY14!!

Great Job Verizon Support Team!

2 hour SLA:

November - .13 hours average (.25 hours for Oct – Dec Qtr)

First Time Fix Rate:

November– 85% SLA – 98% success rate (94.2% Oct – Dec Qtr)

Average Resolve Hours:

90 hour SSM SLA – 27.64 hours for Nov. (17.88 hours Oct – Dec Qtr)

60 hour SSM SLA – 18.22 hours for Nov. (13.58 hours Oct – Dec Qtr)

The "other" numbers from Oct – Dec

Cases Created – Over 501

Calls (incoming & outgoing) – Over 2,607

Emails (incoming & outgoing) – Over 4,553

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IDSS WIKI...

In Hawaii, the word "wiki" means quick. This is exactly why there was a push for the HP IDSS Command Center Wiki to be ready going into 2015. With this new knowledge database, it will provide quick access to processes, important contact info, emergency procedures, known issues, FAQ's and many more cool features.

Tanya Baucom led the way with Zack Dzwonkiewicz, Ryan Marlin, Vitaly Brondin, Trent Tisdale, Josh Hogg, Tomas Smallwood, Nick Winnie, and Elizabeth Moore helping to build what is currently available.

Please use this database as much as possible while still saving a hard copy of all processes on the CC Shared Drive. Be sure that all issues are placed in the Known Issues FAQ to ensure that issues and resolutions will be documented.

We have enjoyed our work we hope you enjoy the tool!!

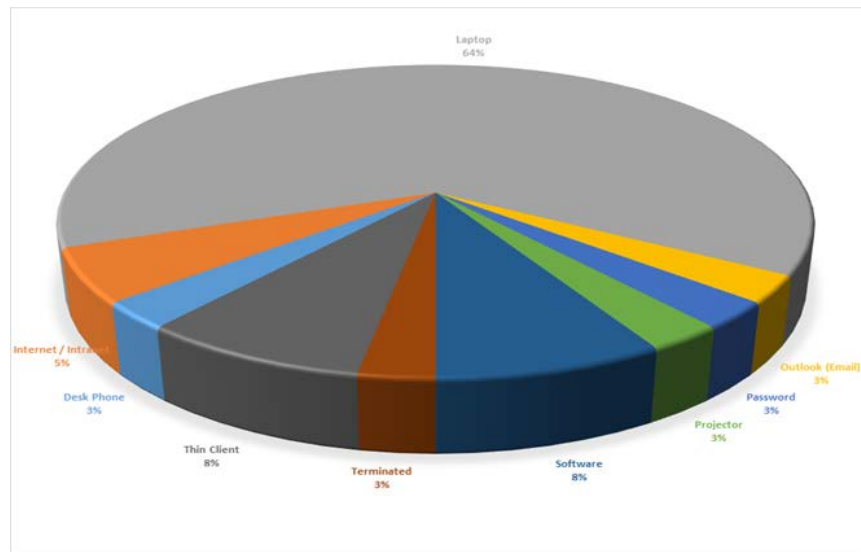
Thanks!!!

Command Center Internal Ticket Issue Tracking

The Command Center Internal IT Issue Tracker is used to track and log all internal IT problems. This will be a way to track and monitor the issues agents are experiencing and to ensure they get handled accordingly. All equipment is covered in this ticketing system, everything from the Desk phones to the projectors and is taken care of by a select team. Sherman Bui is taking leading this effort and ensuring the tickets are getting handled as fast and as efficient as possible.

[#Command Center Issue Tracker](#)

The issue tracker was put in place 1 Dec 2014 and there have been 35 tickets opened thus far.



What is this?!?!

Click the pic to learn more...



A will to win and a will to run.....



Ever since he can remember, Drew Bartlett has pushed himself to achieve seemingly impossible dreams. This drive has pushed Drew to take on new challenges at work and in his personal life, and most recently, it helped him accomplish his dream of completing the Western States run, a 100-mile footrace in California. Yes, you read that right—100 miles, or 160 kilometers. In June, Drew watched two consecutive sunrises as he ran through the difficult terrain of the Sierra Nevada Mountains. He didn't stop for more than 27 hours.

A childhood brush with fate

So what drives Drew to push himself beyond his perceived capabilities?

When he was just five years old, Drew was stricken with a mysterious virus that left him paralyzed from the waist down. He spent three days in a pediatric hospital while the doctors tried to stop the virus from causing further damage, and he remembers playing with the other children in the ward.

Fortunately, after a few days Drew was able to walk again and was released, but the lasting impact of that hospital stay was profound.

"That's something that has driven me, knowing that I was able to get up and leave," he says. "I've always thought back to those kids that I met. I realized that I've had a second chance, but I'm not sure if they did or not. I want to make the most out of every day I have, and every capability I have."

That drive has stayed with Drew throughout his life, and has played a significant role in his professional life as well. He joined HP the weekend after he graduated from college, and luckily for Drew, HP is a great place to continue to push oneself.

"I've made sure that every couple of years, I try a different role to get to know a different part of the business," he says. "In the 16 years I've been here, I've had seven diverse finance roles because I wanted to learn something new."

The ultimate race

Outside of work, Drew's focus is on long-distance running. He worked his way up from half marathons to full marathons to 50-mile endurance races, and didn't want to stop there. In 2013 Drew decided to enter his name in the Western States lottery—only about 250 people are chosen out of nearly 3,000 entrants—and was accepted on his first try.

After seven months of training, and with the help of a running coach, Drew made his Western States dream come true. His wife and two daughters even joined him to run the final mile, and cheered as he ran victoriously through the finish line.

"If there was ever something I didn't think I could do, this was it," he says. "And that's how it goes in my head. If I'm not sure, then I have to give it a go. Whether it's a race or a new role at work, you overcome that mental game a few times and suddenly you believe anything is possible."

So what's next for Drew? "They started a new race that circumnavigates Lake Tahoe. It's a 200-mile endurance run and I'm really intrigued by that one," he says. "We'll see."

[#A will to win and a will to run](#)



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