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Communication from IDSS Project Support Group

November 2014 edition – Welcome to FY15!!



Feedback & Submissions

Click [here](#) to provide feedback on the newsletter or to submit a story!



HP Training Grow@hp

HP University has the learning and development resources you need to develop in your role and prepare for your next career move at HP. Click on the link above for more information.

Quality matters

Learn about Quality at HP from the Skills for the Turnaround program

HP Quote

“Careful attention to quality . . . has a direct and substantial effect on our operating costs and profitability.”
HP Annual Report, 1982



Ethics & Compliance

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

Welcome Aboard

CC – Callen Boris

Please welcome Callen to the IDSS Bentonville Command Center as a Jr. Project Manager! Callen graduated from Cabot High School in 2008 where he played varsity football. He then furthered his education by attending the University of Arkansas. While at the university, he interned at the Terrorism Research Center where he helped aid in the study of different forms of terrorism and noted terrorist activities. He also participated in numerous intramural sports and campus activities while in college.

After graduating in May of 2012, he started his career at HP in September of 2012 as an account manager for midsize commercial accounts. As an account manager, he has been able to work with our largest channel partners and with HP's partnering companies like Intel and VMware to help increase sales for HP Enterprise Group. Callen was also tasked with managing multiple customer projects and working with HP field representatives on server, storage, networking, and technology services projects. When he is not at work, I really enjoy sports and outdoor activities. He also like to travel and lived in Alaska and many other states.

Shout Outs!

Cole Holliday - Pearson Vue Upgrade Project

Cole is a key Team member and does an outstanding job scheduling the CE's, ensuring all sites were covered for installs and providing weekly updates/Resource reports. Cole was very committed to the Project & to the Customer, and was quick to respond as needed. This was a high profile Customer, and the Customer was very pleased with the CE support HP provided.

Elizabeth Moore - Pearson Vue Upgrade Project

Elizabeth was a key member of the Pearson-Vue Team. She did an excellent job at the Command Center managing the CE's, updating the SharePoint, tracking issues/ escalations and providing the reports/ info required for the Project to run smoothly. Elizabeth was very committed to the Project as well as the Customer.

Christian Chavarria – INTEL Deployment Process Manager

Christian has accomplished an outstanding labor for the Intel Project. He has achieved excellent results that have been converted in great outcomes to the project. He has been on top of all the required tasks. He has shown a positive attitude towards the project milestones. He has been managing the Rebaseline for Intel. He has been responsible and accountable to his team. He has been committed to achieve all the goals. We want to express our appreciation for his outstanding support to the project and DOC Team.

corporate environment.

- A glance at the [Ethics and Compliance Portal](#)

Resources/Links

- [Standards of Business Conduct \(SBC\) Policy](#)

OneHP

Let's work smarter together



[Project Support Team](#)

IHG Project

Teresa Hester-Allen just sent out a shout out for the HPCC team during the IHG PMO Review call. Teresa let everyone know our team has done an outstanding job over the past few weeks driving the day of refresh activities and getting CEs released.

Robert Whitehorn - Pearson Vue Upgrade Project

I just wanted to thanks all of you for your hard work, support, dedication & commitment to the Customer! Even through obstacles, we came together as a Team to ensure the Project was successful and the Customer was pleased with HP's performance!

Verizon Project

Spoke with Lee Ann yesterday, about the overall impression IDSS is making....and she came back with "Overall IDSS is doing a great job."

INTEL Project

Monica Dessouky has expressed her thankfulness to the DOC team for their commitment, and great customer service. She is very pleased of the DOC Team's performance. Actually, after her visit to Costa Rica, she has been promoting the DOC Team core competencies to other Custom Services staff members.

Ericsson Project:

Ericsson got excellent results within the Onsite regions and Mark Wright stated "Natalia and her team deserve all the credit. They are the ones who pushed the hardest"

Irene Fernandez

"Irene has the amazing ability to understand all the HP processes and procedures for a project and coordinate the efforts of her team to provide the customer, team, and partners the information needed to make a project successful. She is a wealth of knowledge for order, billing, shipping legacy systems that HP utilizes today" - Michael Brady

Michael Saiz

"Michael Saiz did a great job supporting the technicians on the installs and updating the project SharePoint. He also did a great job on sending out the invites for our meetings and taking notes. Michael was always on time for our installations deployment calls. He helped keep the technicians on track and was very easy to work with. Michael also took initiative with updating deployment notes and action items." Gail

Minor Carranza

"I appreciate all that you do! Thank you so much for your attention to detail and quality you apply to each task assignment. I enjoy working with you and look forward to any future projects. Thank you for all your contributions to the IHG project."- Michael Brady

Nasia Lor

The IRS expenses have always been somewhat challenging and time-consuming to manage. Mike Mucha has appreciated Nasia for her level of communication and the positive changes made to the process.

Jairo Zamora:

"I want to say thank you for your outstanding attention to quality. The 8 months that we worked together you displayed the Will to Win even as we experienced so many problems and made constant changes. You attention to the details to ensure that we performed the services for the customer without mistake made us look professional and prompt in the customer's eyes. The leadership you displayed on your team was also top notch. It is easy to see that you command respect, and are able to get tasks done quickly with smart delegation. I enjoy working with you and I hope to do so many times again in the future" - Patrick Kunnecke.

Ronny Morales

"Ronny is a great agent to work with, his helped with dedication and commitment has been seen in the MetLife project as well on our team"- Jairo Zamora

Nasia Lor

Was Recognized in the category of Highly capable and innovative.
"You always do your best and you rock at it every day". - Mercedes McReynolds

Melissa Rojas

"She is a great agent to work with, his helped with dedication and commitment has been seen in the Ericsson project as well on our team.
I appreciate all that you do! Thank you so much for your attention to detail and quality you apply to each task assignment." - Cynthia Alvarez

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Did you know in FY14...

The Project Services Team worked over **66** projects -

What it took to support these projects -

Total number of project hours logged in OMEGA **45,421**

Number of incoming calls **84,733**

Average amount of time spent on incoming calls **3:21**

Number of outgoing calls **135,587**

Average amount of time spent on outgoing calls **8:51**

Estimated number of outgoing e-mails (related to projects) **83,569**

Estimated number of incoming e-mails (related to projects) **101,657**

TS exceeded the FY14 ONE Lead goal by \$2.7M!!

FY15... A look ahead...

Here are our New Fiscal Year Resolutions. Grow the business by...

1. Don't believe in excuses, believe in solutions
2. Documentation – In order to ensure business continuity, implement standards and drive efficiencies...
3. Customers for life. That is one of our corporate and organizational goals. We can achieve this by being...
 - Passionate about winning and our services, products and people
 - The best in everything we do
 - Motivated and celebrating successes, rewarding individual and team achievements
4. Innovative in our processes and anticipate change and by...
 - Delivering value to our customers and internal teams
 - Providing superior, quality service excellence in service
 - Executing with speed and always looking for efficiencies

FY15 Mandatory Training

HP FTE

- Standards of business conduct new hire training
- Standards of business conduct managers training
- Contingent worker code of conduct training
- Working with us public sector customers
- Customer Experience & NPS (all employees)
- Customer Experience & NPS (HP Leaders)
- Cyber Security Phishing Awareness
- HIPAA Privacy and Security Awareness

Contingent

- GHS Workplace Training
- Code of Conduct
- Cyber Security Phishing
- TS Healthcare Media Handling Policy & Incident Reporting Training
- HIPAA Privacy and Security Awareness
- Doing Business in the Public Sector
- Information Security at HP

Classes are subject to change

What IS this?!?!?



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