



Communication from IDSS Project Support Group

From the Trenches – February 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

A bit of HP history

1940: HP pays its first bonus to employees – a \$5 Christmas windfall.

Other Resources and Links

#Standards of Business Conduct Policy (SBC)

#CC Issue Submission

#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.



#OneHP
Let's work smarter together

Project Support Group SharePoint

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

Common Sense to save Dollars

In the December Newsletter article Lync Up with Lync we showed some numbers that will help reduce cost within HP if we start using Lync. So in order to continue with this, if you have a Bridge Line Conference number, you need to disable it and start using Lync... If there are other areas that you are aware of where you (or others) can help IDSS/HP to save money, click [#Have a Story?](#) and submit it to us and let us know!

So. Easy.

Word from Phil

Greetings!

Hard to believe, but FY15 Q1 is in the books! Now moving on to Q2 – A lot of changes are still ahead and I want to thank each and every one of you for your continued focus on the day-to-day tasks and taking care of the customers. Despite all of the distractions you have been able to keep the focus and drive ahead. All of you have played key roles in ensuring that we continue to move forward, grow the business and be positive. Let's keep the momentum going!

Thank You!

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!!

Shout Outs!

Congratulations Cristina Alvarado on 8 years of service with HP! Your dedication and commitment are greatly appreciated! You are a valued member of our team and your contributions are key for the AMS DOC to continue to be successful - Thank You!

(Christian Chavarria) When others were ready to admit failure, you steadfastly persisted. By refusing to fail, you contributed to the eventual success.



#ONE Lead
FY15 target is \$172M
#Quality matters

Your personal commitment to quality is obvious in everything you do. Thank you!!!

- Cynthia Alvarez

(Nasia Lor) Thank you for all of the process improvements you have made to the travel submission and approval process. Since taking over you fixed all the backlog issues and you have streamlined the process to the point where there haven't been any rejections by ES. You and your team have done a remarkable job. Thank you from the IRS PMO.

- Jamie Forster, PM

"Thank you (Cristina Alvarado) for coming through in creating the IP Reimage Sweep SharePoint in such short notice. I know you were tied up with other important projects, but somehow you got it done quickly and willing to support me as needed. I really appreciate your efforts and the results."

- by Lettie Rodriguez

I want to thank (Kristy Hernandez) for her hard work.

We have been requested in Intel account to complete an urgent task and she performed excellent. She put the CU first and complete her part of the task on time by working all the time required.

Thanks Kristy for your help!!

- Maria Paolo Calderon

(Gilberth Cascante and Minor Carranza) have been involved in the PSA training process for the DOC team and both have done a great job by delivering the course to all the team members with excellent results on the surveys (4.60score).

There is no doubt your ability to teach and your commitment to excellence has shown great results. The service you provided exceeded all expectations and guarantees the success of the initiative.

- Cynthia Alvarez

Thank you (Melissa Rojas) for helping me to grow as a professional and improve my knowledge since I started working in the DOC team, You are always willing to help others. Keep doing a great Job!

- Engerly Espanoza

I want to say thank you (Cristina Alvarado) for all your help and contribution. You have been a great leader in our team, as you are an inspiration and motivation to keep doing our best every day.

- Yerlin Rosales

I am happy to have you (Manfred Jaen) on the team. You are always there when issues or incidents arise and always act fast to help resolve and reduce impact on project results. Thank you!

- Irene Fernandez

Thank You (Yerlin Rosales) for your commitment and hard work.

We have been requested to complete an urgent task for Intel account and Yerlin has helped us a lot. You have shown great team work attitude and skills.

Thanks Yerlin!

- Maria Paolo Calderon

I do really appreciate your advice (Irene Fernandez) and coaching when I assumed new tasks on the IHG Project. With your recommendations I've learned to always complete the processes assigned with high quality standards.

- Manfred Jaen

Want to thank (Paola Calderon) for her support and help during these three weeks leading the Intel Project. She showed excellence and leadership every single day with the team. We just couldn't have accomplished all the things we did without her.

- Kristy Hernandez

(Gilberth Alexander Cascante)All achievements begin with an idea. Your innovations put those ideas in front. This impetus has empowered the momentum for success. Thank you for providing us with powerful ideas.

Your personal commitment to quality is obvious in everything you do!!!

THANK YOU!!!

- Cynthia Alvarez

(Robert Whitehorn) Your willingness to step up as a Change Agent for the Command Center staff has been a huge help to the team. I know that your comfort with training and public speaking is minimal, but you agreed to lead without hesitation or reservation. That kind of dedication is inspiring and crucial to our

team's transition into "tomorrow's" business.

I appreciate all you do for the Workflow Transformation, even giving up time after business hours. Thank you for your continued volunteered time. Know that your efforts, your help, and your opinions are greatly valued.

- Patrick Kunnecke

I just wanted to thank you for bringing (Nasia Lor) onto the HP TS WIN 7- IRS Team to manage the expense reports. I am the FAM for HP ES. I have seen such a great improvement since she has joined the team. Finally, the TS team is meeting their deadlines in submitting the reports to us. Moreover, the reports do not have mistakes and are not duplicates.

Nasia is diligent, responsive, reliable, attentive and just a pleasure to work with.

- Linda Zeswitz

I'd like to recognize (Crystal Caynor), because of her willingness to pitch in and lend a hand today.

She came in, to do the mandatory preliminary training for the SRM training, and also helped Charles and Ed with emails and phone calls. Things got busy, and hectic, and without her assistance things would have been problematic for the team.

- Michael Stout

I would like to recognize the (IRS PMO Team) for having all their expenses turned in before the due date for week ending 1/17/2015!!!!

- Nasia Lor

I would like to thank (Jadon Howard, April Hood, Elizabeth Moore, Sherman Bui, Michael Stout, Nick Winnie and Trenton Tisdale) for helping with the inventory this month. It was a big undertaking to find JTAGS and serial numbers on all of the hardware in the CC along with chairs, tables, cabinets, etc...

I truly appreciate the help.

- Jenea Baker

Red Bull Formula 1 team has HP in its pit crew

[Click the pic to learn more...](#)



IRS REFRESH... ✓

On 1 September 2012, a Windows 7 Refresh project began on a customer that required a 7 year background check and FBI finger print check (took an average of 7 months to complete). Now fast-forward 29 months... Over 103,000 end-users that were spread in almost 800 offices across the US have been refreshed. Who worked this project?? – Well, maybe the better question is who didn't work this project! 1 program manager and 8 project managers, almost 40 IDSS CE's, almost 40 CW CE's from two different agencies, about 10 DSC out of Bentonville, AR and 17 (average of 8 throughout the life of the project) Command Center agents... ummm... yeah... that's a lot of people!

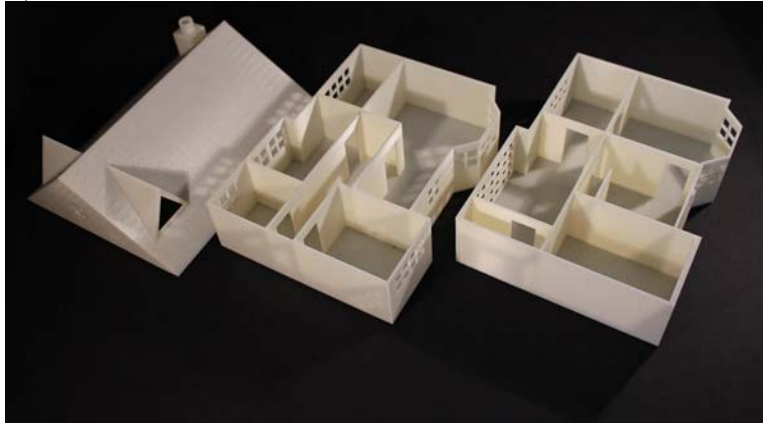
The Command Center fielded over 13,000 incoming calls, made over 10,000 outgoing calls, responded to over 50,000 e-mails, worked over 78,000 SCDM cases and took care of over 5,100 expenses totaling in the millions... ummm... yeah... those are some big numbers!

This is ANOTHER great example of IDSS working together to get the job done...

Great job to everyone who contributed to this effort!

What is this?!?

[Click the pic to learn more...](#)



Preserving trust in the HP brand

[Click the pic to learn more...](#)



Avoid the grey market to enhance customer experiences

This short video from the Worldwide Business Risk Management team reminds us the importance of maintaining trust in the HP brand and products by avoiding the grey market.

The issues caused by the grey market ultimately result in negative customer experiences, which leads customers to make future purchases from competitors.

-



HP Restricted. May not be shared externally.

© 2014 Hewlett-Packard Development Company, LP.

All materials in the IDSS Command Center newsletter are for internal use only and are not intended to be shared with external resources or media without prior consent of the IDSS Command Center Manager. HP shall not be liable for technical or editorial errors or omissions contained herein.