

Agenda

- Project Objectives and Scope – Stefano M.
- Overall Solution – Linda P.
- Key Assumptions – Linda P.
- Training & Change Management – William B.
- High Level Timeline – Dana B.
- Project Team & Coms – Dana B.



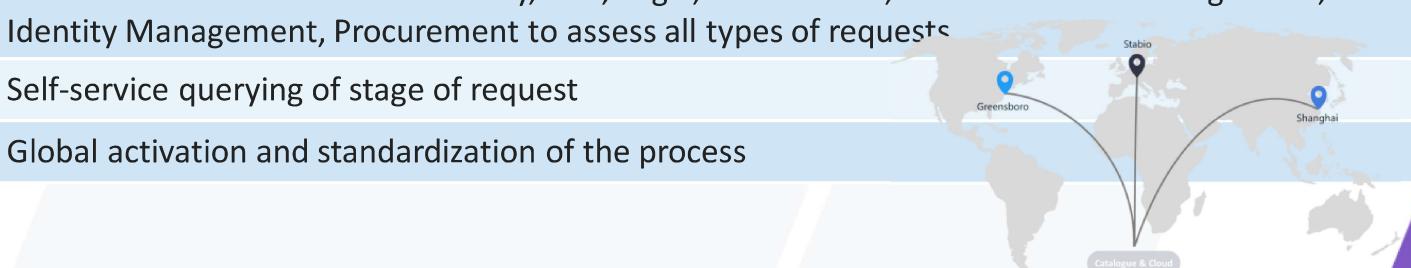
Project Objectives and scope

Demand and Cloud Management process manages the entire project and application life cycle from intake, approval, execution, closure/decommission.

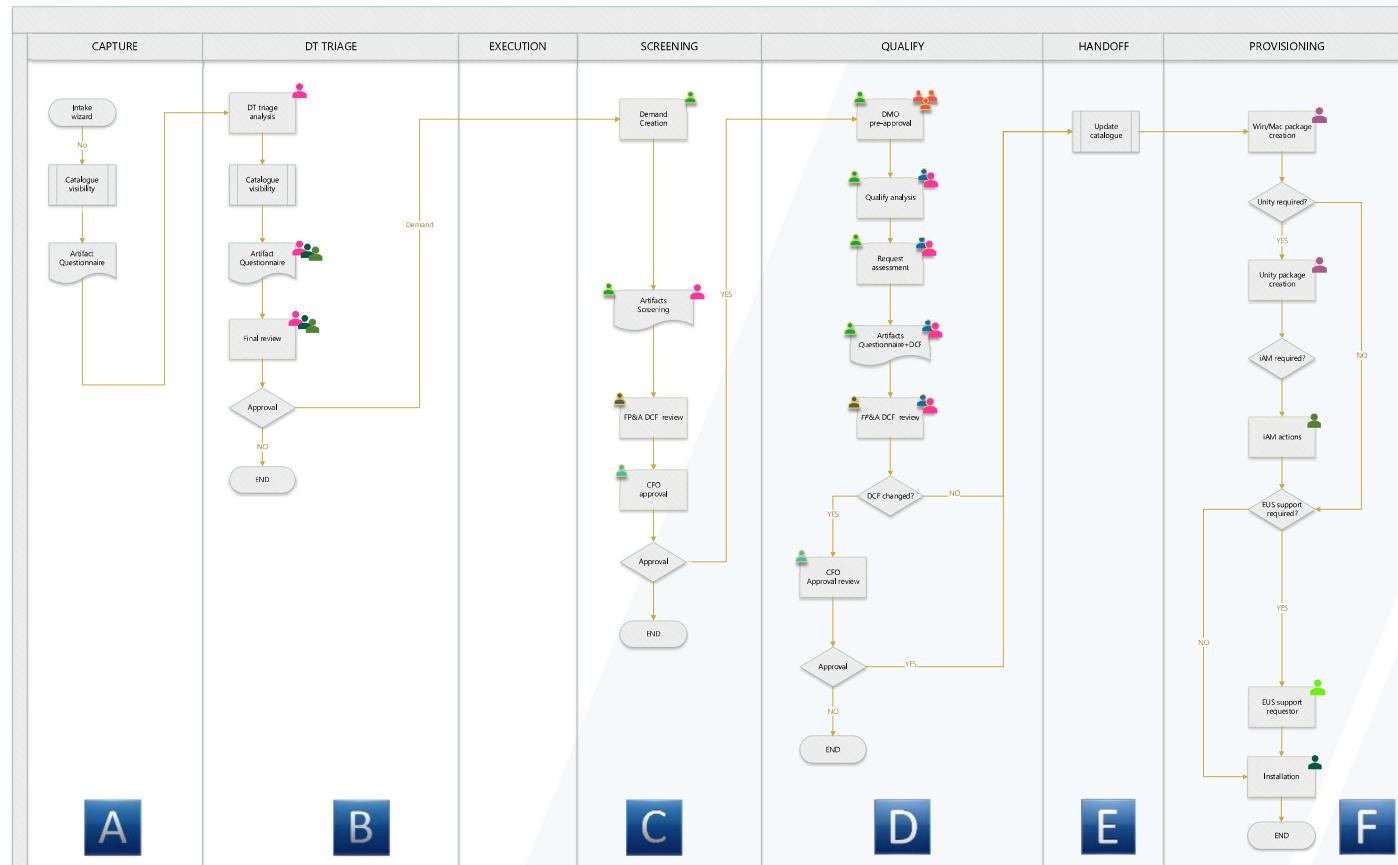
As part of the continue evolution of the process, the on-premise application (desktop) approval process will be integrated into the DCM+ in order to create a seamless experience for the end-user.

Key pillars of the new processes

What	How
Software redundancy	Robust interaction with a transparent catalogue of software, alignment of meeting needs before purchase/build
End user starting point	Single entry point for brands/functions/end-users technology needs
Compliance	Granted involvement of Info Security, SOX, Legal, Architecture, Software Asset Management, Identity Management, Procurement to assess all types of requests
Visibility	Self-service querying of stage of request
Standard	Global activation and standardization of the process



New DCM+ Approval Workflow – On-Premise



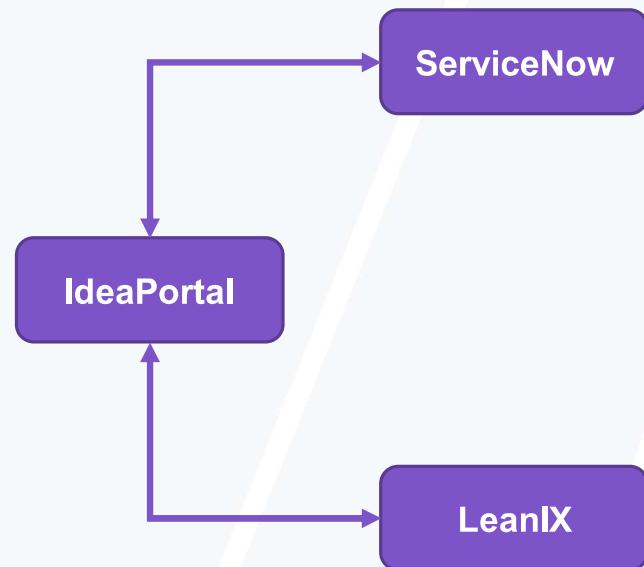
- Request created in IdeaPortal
- Review the request & questionnaire
- Demand Manager to review artifacts
- Qualify the request in the demand process
- LeanIX catalogue updated
- Provisioning of the application

Overall Solution: Catalog

DCM+ process will be integrated with LeanIX (as application catalogue) and ServiceNow (as software catalogue)*

The bi-directional integration will ensure the data integrity across all the systems

IdeaPortal Catalogue will be enriched by both applications and software, Cloud and OnPrem solutions



*See slide 18 in Annex for application and software definitions

Key Assumptions

- The business solution design phase was carried out during a previous assessment. Indeed, process flows will be based on current AS-IS Demand Cloud Management.
- The intake stage will not have BUS and DT areas of selection.
- DT triage will have one single queue and more subs areas can be easily configured.
- On-prem provisioning is managed outside the DCM+ process which focuses on the On-prem solution approval.
 - Users will be able to follow the status of the activities in the IdeaPortal through the systems integrations.
- Data Migration not in scope: existing ongoing requests are completed within the current process or re-entered as brand-new ones in the new process.
- Users will be mainly involved in User Acceptance Tests phase.
- Functions leaders will be the decision makers in go/no go decision.



Training Activities

We Target 4 Areas;

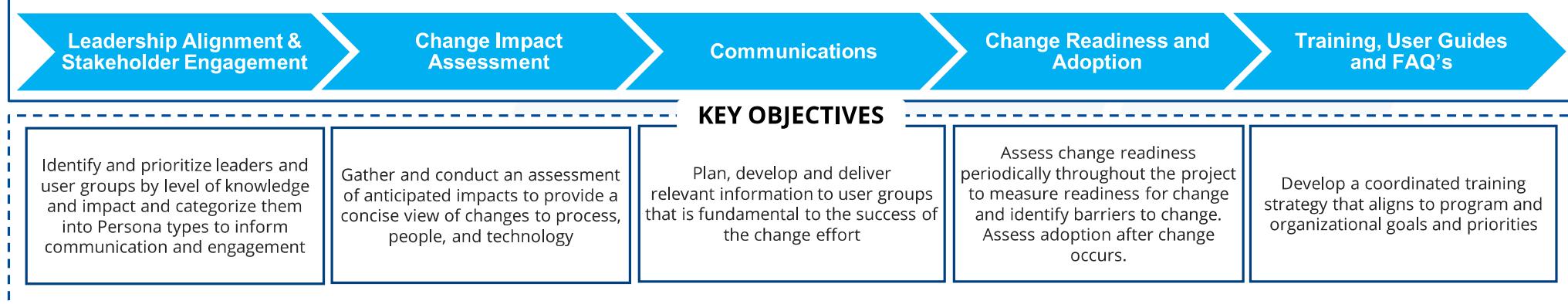
Leveraging a Stakeholder Assessment and Persona Types we will cater training to specific target audiences reducing the overall lift and personalizing the training to each group.

WHAT	HOW	WHO	WHEN
	IdeaPortal Digital User Guide Leveraging the current user guide. An On-Premise section will be added and accessible to all. Users and requestors will be directed towards this when requesting help and advice.	<ul style="list-style-type: none">Available to all	<ul style="list-style-type: none">Go Live
	Targeted Audience Training Groups categorized as 'low IdeaPortal Intelligence' who will be heavily involved in the process will have in person (via zoom) training on the IdeaPortal process, specifically focusing on the new On-Premise process. These will be small groups which will be easier to manage.	<ul style="list-style-type: none">Teams New to ProcessIdentified by Brand Champions	<ul style="list-style-type: none">Pre-Go Live
	FAQ's online on the SharePoint. As part of the User Guide and as stand-alone content that can be used at higher levels as an anchoring point for teams and requestors	<ul style="list-style-type: none">Available to all	<ul style="list-style-type: none">Go Live
	Ad-Hoc training & Q&A Ad-Hoc training will be provided when required to requestors when raising a request in the new On-Prem process. (Post go live)	<ul style="list-style-type: none">Available to all	<ul style="list-style-type: none">Post Go Live

Change Management Overview

WHAT	HOW	WHO	WHEN
Indirect Comms	<ul style="list-style-type: none"> Q&A / FAQ's User Guide ServiceNow Landing Page 	<ul style="list-style-type: none"> Business Wide Viewers in IdeaPortal 	<ul style="list-style-type: none"> Go Live
Direct Comms	<ul style="list-style-type: none"> From // To Infographic <ul style="list-style-type: none"> News Bulletin PMO Newsletter Brand Champion and Targeted User Engagement Training 	<ul style="list-style-type: none"> IdeaPortal Approvers ServiceNow Approvers Brand Champions DT EMEA/NORA 	<ul style="list-style-type: none"> Post Go Live During Project @ Key Milestones
Surveys	<ul style="list-style-type: none"> Change Readiness Survey Adoption Survey 	<ul style="list-style-type: none"> IdeaPortal Approvers / Viewers ServiceNow Approvers Brand Champions 	<ul style="list-style-type: none"> Approaching Go Live Hyper Care

CHANGE MANAGEMENT FOCUS AREAS



High Level Timeline

Week Starting	4-Sep	11-Sep	18-Sep	25-Sep	2-Oct	9-Oct	16-Oct	23-Oct	30-Oct	6-Nov	13-Nov	20-Nov	27-Nov	4-Dec	11-Dec	18-Dec	25-Dec	1-Jan
Build																		
Change Management																		
SIT																		
UAT																		
Go Live																		
Hypercare																		

Sept. 12, 2023 – Nov. 14, 2023

Sprint 1

Sprint 2

Sprint 3

Sept. 12, 2023 – Dec. 22, 2023

Nov. 2, 2023 – Nov. 14, 2023

Nov. 15, 2023 – Nov. 24, 2023

Go No/Go Nov. 27th

Dec. 4, 2023

Dec. 4, 2023 – Dec., 29, 2023

Here is where we expect involvement of stream leaders and their team

Communication Plan

What	Audience	Purpose	Schedule
Stakeholder meeting	Key project stakeholders	To share the project objectives, plan and timeline	October 11 th
Steerco updates	Steerco	Share project status update Validate key decisions	Monthly email
Project status updates	Project team	Share updated status, key achievements, next activities, risks, issues, open points	Weekly email
UAT training meeting	UAT Testers, DCM+ team Project Manager	To review process for UAT testing	Week of November 6th
UAT team alignment meeting	UAT Testers, DCM+ team Project Manager	To align on: testing progress, open issues, next steps	Every other day after UAT begins Nov. 15 th
Go/NoGo	Function Leaders	Confirm the process has been developed as per the agreed solution	November 27th

A black and white photograph of a man standing on the deck of a boat. He is wearing a light-colored, zip-up tracksuit with dark stripes on the sleeves and a small circular emblem on the chest. He is also wearing sunglasses and has his hands in his pockets. The boat's white hull and a blue railing are visible in the background.

Annex

Project Repositories

- SharePoint

- Kick-off presentation
 - Steering meeting reports
 - Project status reports
 - Technical Documentation

- Project Dashboard

- Project Tasks

- Risks/Issues Log

- Jira

- Test Management
 - Open issues and bugs

