

Quarterly Business Reviews can sometimes be boring, I've tried to infuse more rich media and videos into my QBRs, here is an example of one of my 'Eletrospectives' I shared.

This presentation is part of a larger experiment in embracing public, visual personal brand building, available at:

<https://mattschneider-visualcv.github.io/>

VisualCV started as a Pathfinder's project at Dell Technologies while I was mentoring engineers through our career ladder into roles requiring panel & packet review, Principals & Distinguished.



In the Business

Field Briefings

- West Monroe – *lean coffee*
- United Fire Group – *building ops*
- Medica – *active opportunities*
- RTI - *lost cloud strategy to big consulting*
- Incora - *relevance*
- Kinecta - *relevance*

Account Touchpoints

- Chenmed
- Ascend Performance Mgmt
- APL Logistics
- Illumina
- Indeed
- Trialcard
- Starz
- CapFinancial
- TierPoint

On the Business

Evangelism/Events:

- New York & Dallas Security Roadshow
 - Fireside chats, logistics
- NYC, Chicago & Dallas Inf Roadshow
 - Keynotes, Firesides chats, logistics
- Austin May EBC w/ Landon Clark
 - AC/DC + Guest Speaker
- Dell Technologies World
 - 2x Sessions, 60+ Connections
- Hybrid Cloud Webinar
- Service Provider Webinar
 - Worked w/ Landon to sponsor
- piNPS Survey
 - 78 NPS, 8% response rate

Asks:

- How to we strategically leverage Microsoft & OpenAI on the LLM hype?
- HPe has offered a repatriation EBC in Houston.
- Can we host an event at the Labs? Maybe CXO QBR? Lean Coffee Brainstorming?

Additional Activity

Present What's Next, Y'all

- Cross Functional EBC Presenters
- Present Existing Decks
- Roll up feedback
- Develop New Decks

Innovation (Lego/Starwars)

- Workshop to capture ideation
- Lean Coffee, Collaborate
- Matrix & Artifacts

Working

- DevOps (SolarWinds)
- Cloud Strategy (RTI)
- Platform EBC (Maxlinear)

ELECTROSPECTIVE

2023Q2 - Schneider

➤ Retrospective

- *Quarterly lookback using 3 Horizons*
- *Customers, Manufactures & Community*

➤ Perspective

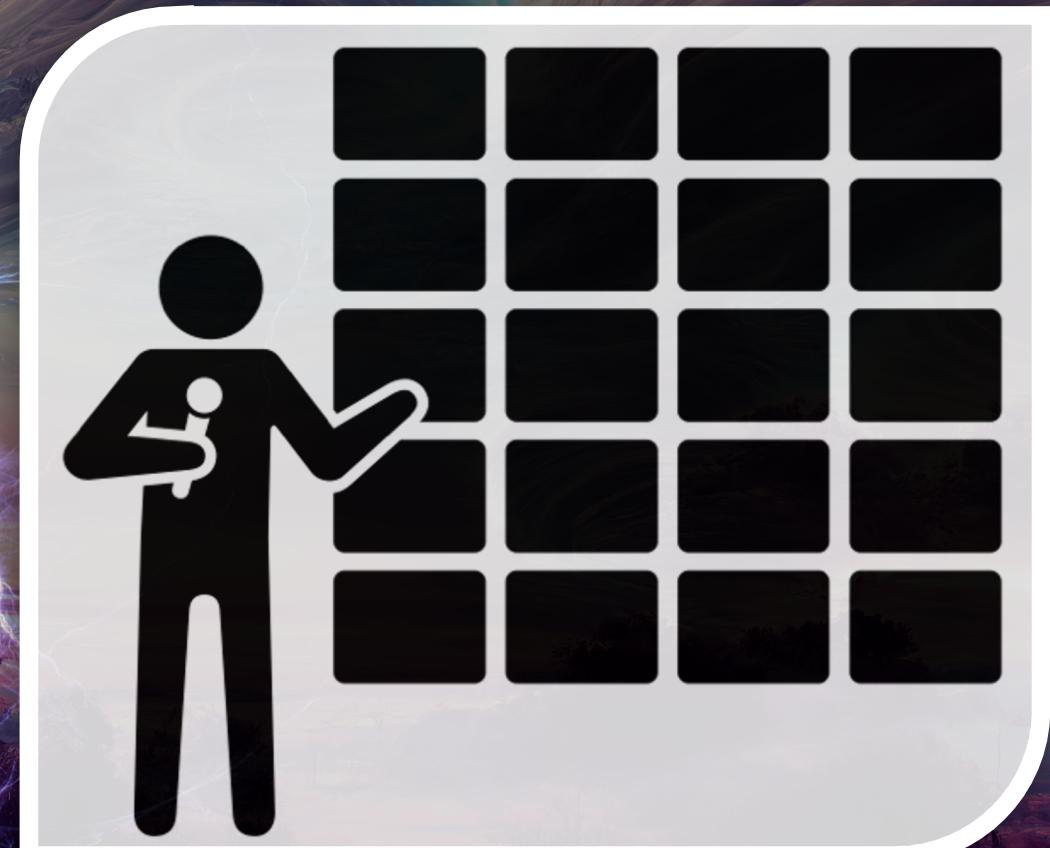
- *Observations, Interests and Activity*
- *Trust, Techniques, Technology & Trends*

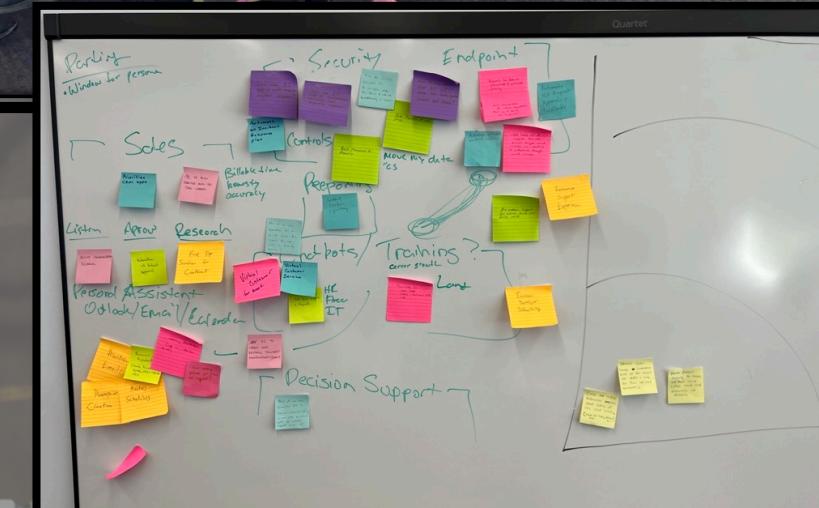
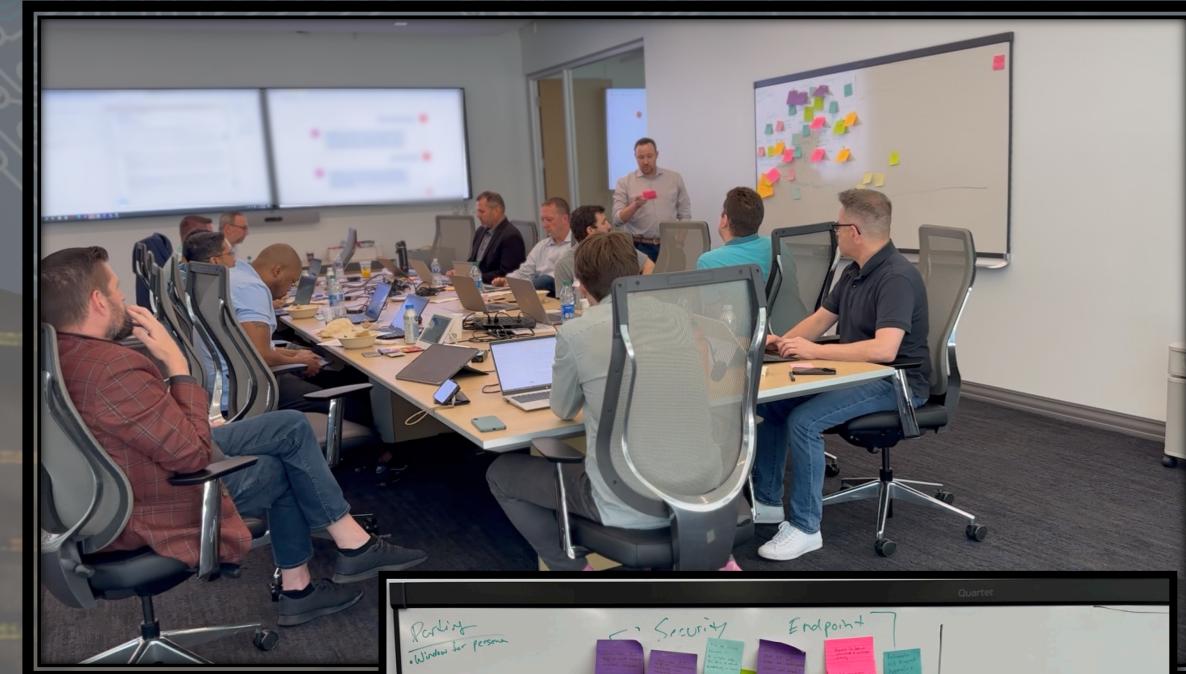
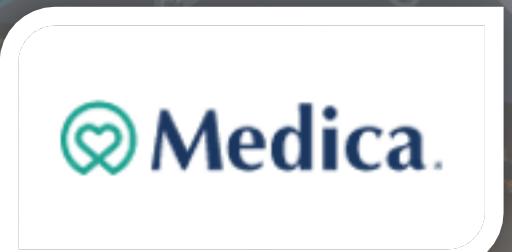
➤ Prospective

- *Quarterly forecast using 3 Horizons*
- *Community, Manufactures & Customers*

“Lighting Talk”

20 Slides Automated
15 Seconds per Slide
5 Minute Total





Customers

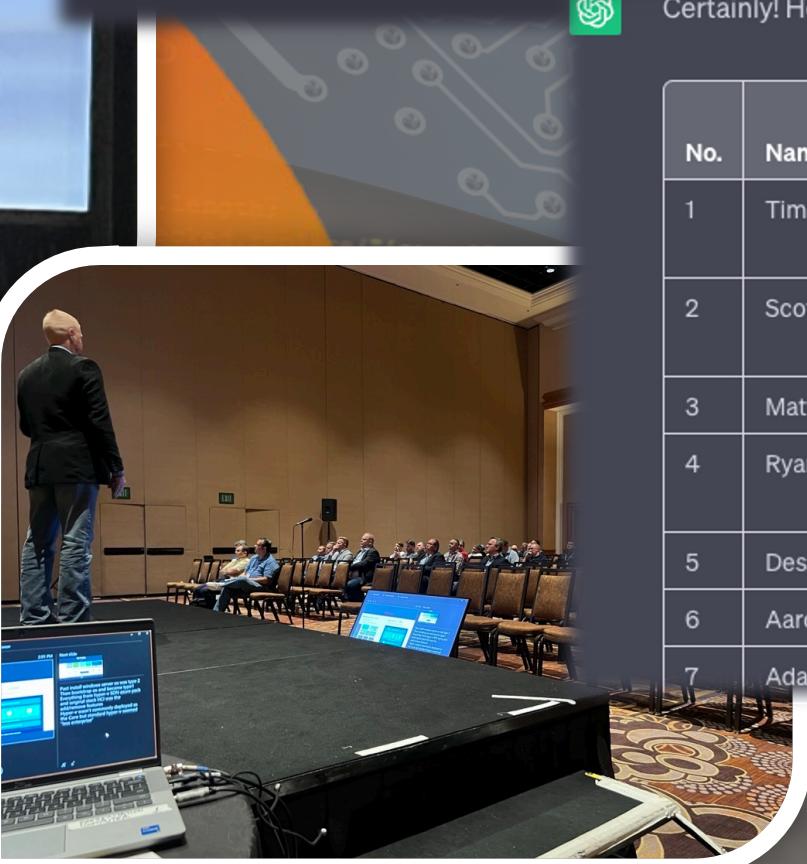



I didn't get to meet with Glen in person, let's follow up on that
 I also met a Presales Manager for Dell that now has Fed and Ack, I
 need to remember his name
 I said hi to Scott Delandy
 John Madden didn't make it out, but we txt'd



Certainly! Here is the updated table with the notes removed:

No.	Name	Role	Company	LinkedIn Profile
1	Tim Dell	Leads presales strategy globally	Dell	Link
2	Scott Keaney	Leads presales strategy globally	Google	Link
3	Matt Dunfee	Global PreSales	Dell	Link
4	Ryan Shulaw	American Presales	Dell	Link
5	Des O'Sullivan	CSC Global	Dell	Link
6	Aaron Bennis	CSC Americas	Dell	Link
7	Adam Robyak	Field CTO	Dell	Link



DELL Technologies World

SHI is your highway to Dell Attend our jam sessions

Speakers:
 Matt Schneider | Field CTO, SHI
 Aaron Bishoff | Enterprise Solutions Engineer, SHI

After the sessions, go to SHI booth 630, play our AC/DC pinball machine and enter to win a JBL Speaker

#SolvewithSHI

Manufacturers

2023Q2 – Retrospective - Manufacturers



John Sarama	Relate Presales Manager Services (PSG) globally	Dell	LinkedIn profile not found
John Middleditch		Dell	LinkedIn profile not found
Kate Tocinoian		Dell	LinkedIn profile not found
Martin Glynn		Dell	LinkedIn profile not found
Ravi Gopal		Dell	LinkedIn profile not found
Italo Di Ghizzetti		Dell	LinkedIn profile not found
Nick Bracken		Dell	LinkedIn profile not found
Abel Barrios		Dell	LinkedIn profile not found
Gerry Kue		Dell	LinkedIn profile not found
Luke Mahan		Dell	LinkedIn profile not found
Chris Giacalone		Dell	LinkedIn profile not found
Shane Weiszner	SE	Dell	LinkedIn profile not found
John Green	SE	Dell	LinkedIn profile not found



VICE CHAIRMAN, CIRQUE DU SOLEIL
DANIEL LAMARRE
with Paul Kagan

BALANCING ACTS

Unleashing the Power of Creativity
in Your Life and Work



DevOps

Implementing DevOps in a ITIL based world

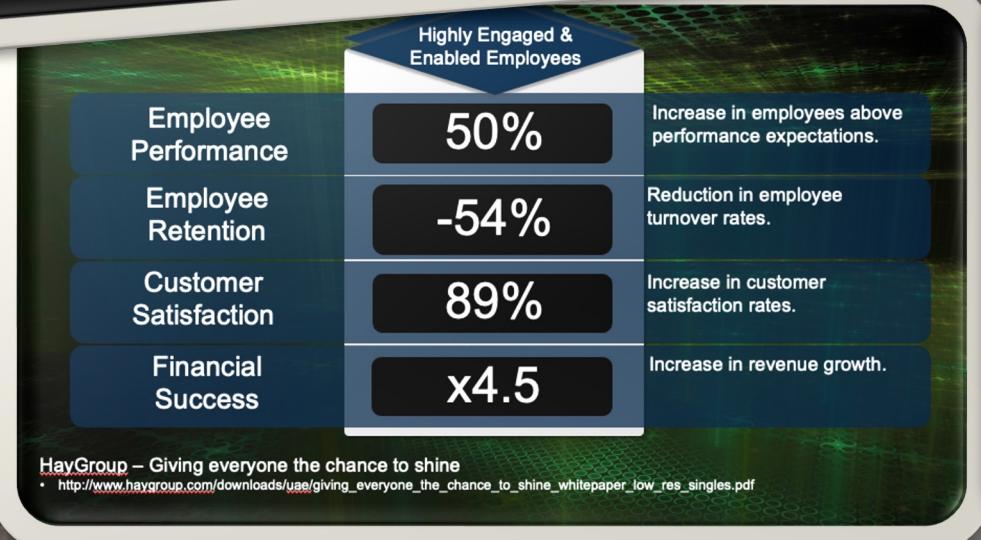
Matt Schneider | linktr.ee/MattSchneider

Attendees **142**
24% Survey Response
Content 4.79
Presenter 4.90
Overall 4.84

"Best Lecture ever"
"Outstanding session"

"This s the most important session I will see all week. This one session justified the entire conference"
"Insightful and riveting content"
"Great, lighthearted session on what could have been a very dry subject"
"This session made me feel like I'm not alone in the craziness that is our company policies and politics"
"This session was outstanding and motivational"

Culture
Automation
Lean
Measurement
Sharing



Measuring DevOps - Culture

High Performers

2.2x
more likely to recommend organization

1.8x
more likely to recommend team

eNPS

Puppet State of the DevOps
<https://puppet.com/resources/>

Measuring DevOps - Culture

2.5x
revenue growth – high engagement over low engagement

3x
stock performance of high trust environments over market index – measured 1997-2011

eNPS

The chemistry of enthusiasm
<http://www.bain.com/publications/articles/the-chemistry-of-enthusiasm.aspx>



NPS, introduced by Bain & Company in 2003, revolutionized customer loyalty measurement with one simple question. It's now used by two-thirds of Fortune 1000 companies across various industries. The eNPS adapted this to measure employee loyalty with the same -100 to 100 scale, and is recognized as a standard employee engagement metric globally.

How likely are you to recommend?

1 2 3 4 5 6 7 8 9 10

NPS = % + %



92%



Promoters

5%



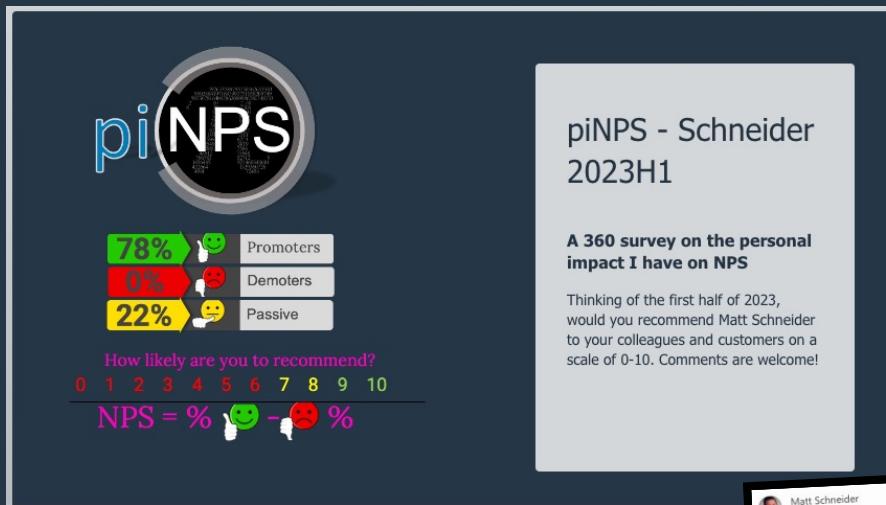
Demotors

3%



Passive

- ❖ Response Rate is Key
- ❖ Frictionless Surveys
- ❖ Trend > Results
- ❖ Start Early & Baseline
- ❖ Focus on Promotors
- ❖ Address Detractors
- ❖ Consider Passives
- ❖ Align Metrics
- ❖ Phrasing Matters



1. How likely are you to recommend engaging Matt Schneider to your colleagues and customers. *

0 1 2 3 4 5 6 7 8 9

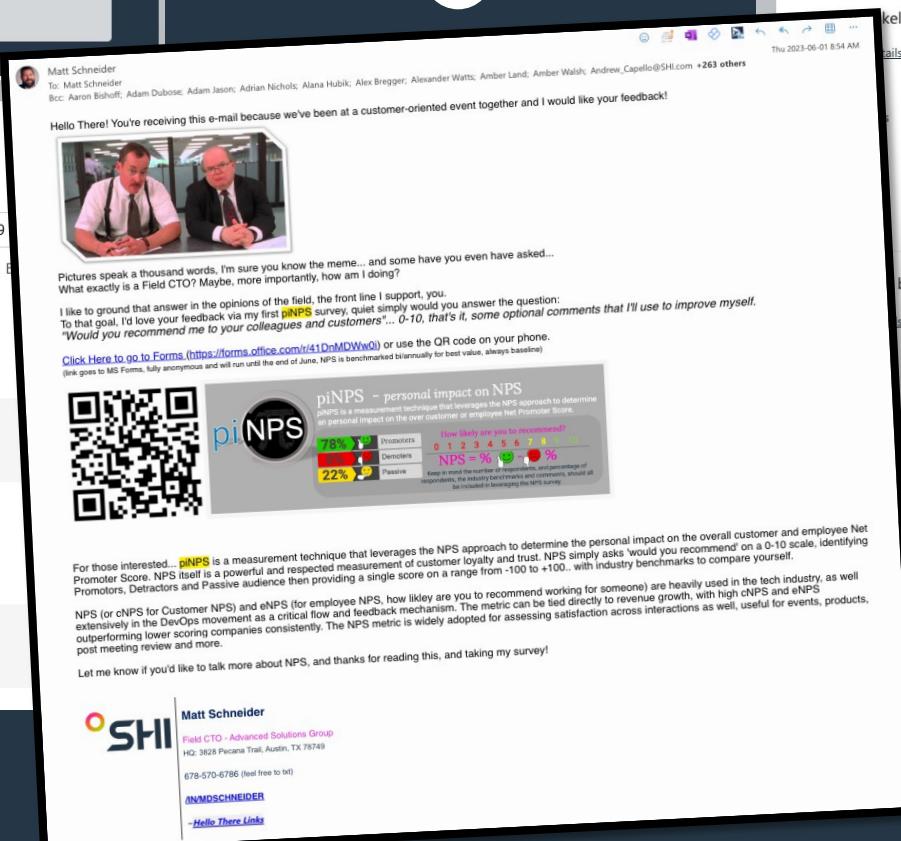
Not at all likely

2. I liked it best when...

Enter your answer

3. I'd like to see more of...

Enter your answer



Forms

piNPS - Schneider 2023H1 - Saved

Responses 32

Preview Style Collect responses Present ...

piNPS - Schneider 2023H1

32 Responses 12:01 Average time to complete Closed Status

[View results](#) [Open in Excel](#) ...

key are you to recommend engaging Matt Schneider to your colleagues and customers.

0 78 +100
NPS®

26 5 1
-100

best when... Insights

Latest Responses

"I really like your discussion on emerging technologies. I think customers a..."
"You bring new ways of thinking to my customers. It differentiates us from ..." "Matt engages with C-level and teams to help shape opinions of shi value ..."

25 Responses

(68%) answered **customers** for this question.

customer specific
customer leadership
customer-base
SHI customers
customer conversation
thinking to my customers

right for the customer
Matt
Presentation
connection with my customer
customer concerns

The screenshot displays the Microsoft Power BI service interface. At the top, there's a navigation bar with 'Power BI' and 'XYZZY' (the user's name) on the left, and a search bar with a magnifying glass icon and the word 'Search'. On the right are icons for notifications, settings, download, help, and a user profile picture.

Below the navigation bar, there are several cards and reports:

- SharePointList**: A card showing a list of items from a SharePoint list.
- ControlPanel**: A card showing a list of items from a ControlPanel dataset.
- Exchange**: A card showing a list of items from an Exchange dataset.
- ControlPanel Report**: A report card showing a list of items from a ControlPanel report.
- FluxCapacitor Dataset**: A card showing a list of items from a FluxCapacitor dataset.
- ControlPanel Dataset**: A card showing a list of items from a ControlPanel dataset.
- Outlook Event Categories**: A card showing categories of Outlook events.
- Outlook Event Start Date**: A card showing the count of Outlook events and unique attendees.
- Push Domains to XYZZY**: A card with a 'Run flow' button.
- Outlook Events**: A card showing the count of Outlook events (704).
- Unique Attendees**: A card showing the count of unique attendees (1915).
- Email Attendees**: A card showing a list of email attendees.
- Outlook Event Details**: A chart showing the count of events over time.
- Event Count by Category**: A card showing the count of events by category.
- Outlook Event Details**: A card showing the URL subject of Outlook events.

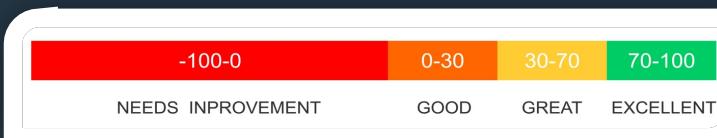
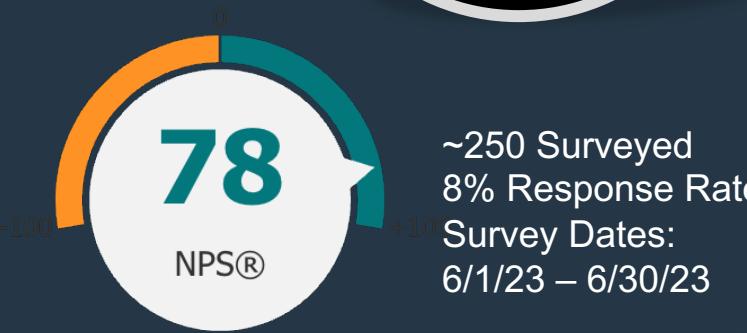
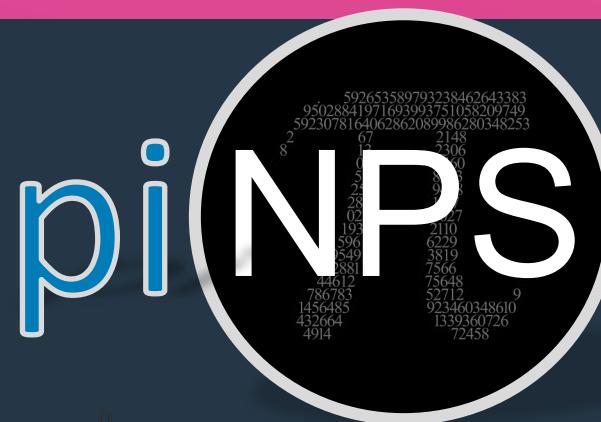
In the center of the screen is a large circular diagram representing Microsoft 365 services, with each service having a corresponding icon and report visible in the background:

- SharePoint**: Represented by a blue square icon with a white 'S'.
- Exchange**: Represented by a green square icon with a white 'X'.
- OneDrive**: Represented by a purple square icon with a white 'D'.
- Teams**: Represented by a blue square icon with a white 'T'.
- Power BI**: Represented by a red square icon with a white 'P'.
- Stream**: Represented by a teal square icon with a white 'S'.
- Word**: Represented by a blue square icon with a white 'W'.
- Excel**: Represented by a green square icon with a white 'E'.
- Outlook**: Represented by a white square icon with a blue 'O'.

On the right side of the screen, there are two additional reports:

- Outlook Event Details**: A calendar report for June 2023 showing working locations like DFW, Cedar Rapids, and Planes.
- Outlook Event Details**: A map of the United States showing locations across the country.

2023Q1 – Perspective – Trust, Techniques, Technologies, Trends



I liked it best when...

- Industry Knowledge & Insight:** Your depth of knowledge about market trends and emerging technologies is highly regarded.
- Presentation Skills:** You've been praised for your excellent presentation skills, confidence, and stage presence.
- Engagement & Connection:** Your ability to form immediate connections with customers and provide unbiased recommendations is notable.
- Customer Understanding:** You demonstrate a strong understanding of customer goals, helping to open fruitful dialogues.

I'd like to see more of

- Pacing:** When delivering information, particularly on topics you're passionate about, ensure the pacing allows your audience to absorb and understand the content.
- Actionable Next Steps:** Work on providing clear actionable next steps and guidance post-discussions or presentations.
- Accessibility:** Consider increasing your accessibility to the broader team.
- Use of Customer Examples:** Including more specific customer examples in your storytelling could further enhance your presentation.

I liked it best when...

You gave unbiased recommendations based from knowledge and expertise from previous experiences. Vulnerability around your experiences also allowed deep connection with the customer which proved to be invaluable.

How charismatic and confident you are with customers and showing them the value we can provide and how we can help them with every part of their business. Very fascinating to watch you present!

Matt was able to jump right into a complex and dynamic customer conversation and still provided value on a very short notice. He listened, provided context and helped point us down a path that was right for the customer.

Matt has small group conversations that are dynamic. Gets him out of "presenter" mode and into insightful thought leadership, which is where he shines the most and is MOST impressive.

Matt does a really good job of relating to customers and using his experience to do so. He is very personable and easy to talk to, making conversations about SHI more like conversations and less like presentations and sales pitches.

Matt provides insightful market trends paired with his industry knowledge. It's apparent he's very passionate about what he does and how much he wants to help SHI customers.

Great energy and stage presence. Presentation skills and level of confidence were very impressive. Loved the overall story told at CKO in the SmackDown presentation.

I'd like to see more of

Pushing specific products and taking the big picture back to opportunities.

action items and next steps that we can build on.

More specific customer examples and stories. How are our customers transforming and what impact is that having on their business.

Conversations demystifying cloud approaches and a roadmap for decision making processes relating to cloud migrations/repatriations from a cost and ease of use perspective.

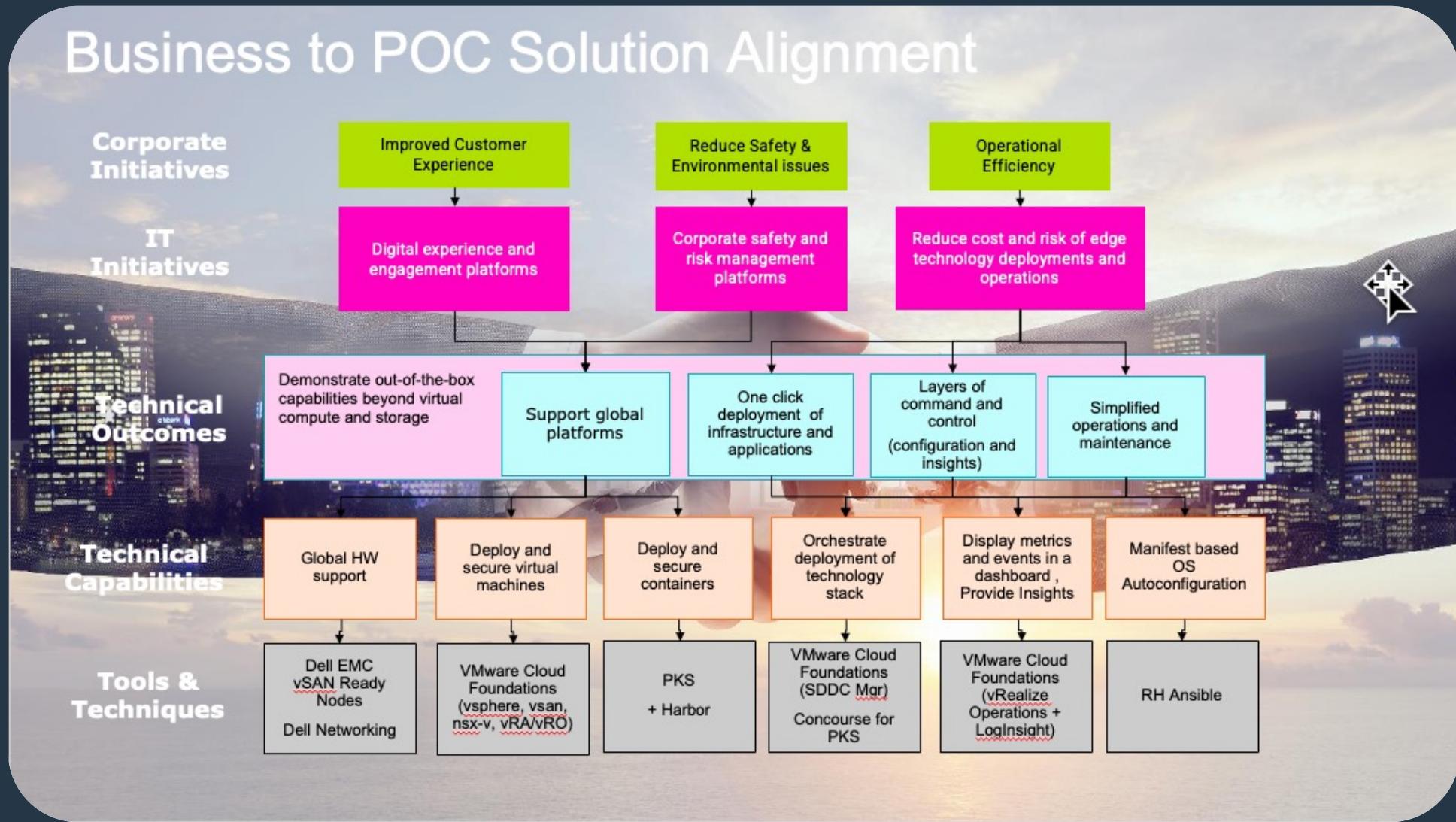
Market updates and/or emerging technology ideas that are working well across SHI.

you encouraging CoreSEs and Engineers to present and be part of SHI evangelism.

Live demos, current topics of the state of industry, and more about cloud :)

Why people are doing what they're doing, not just the what, need more why.

- **Actionable Next Steps:** Work on providing clear actionable next steps and guidance post-discussions or presentations.



- Accessibility:** Consider increasing your accessibility to the broader team.



GUILDS

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vEXPERT

CTOAmbassadors
DELLTechnologies

Forbes
Technology Council

2023 RTM

SUMMER HIGHER EDUCATION CIO CONGRESS

July 30 - August 1, 2023

JW Marriott Washington DC

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Destination:
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Barcelona | November 6 – 9

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Manufacturers

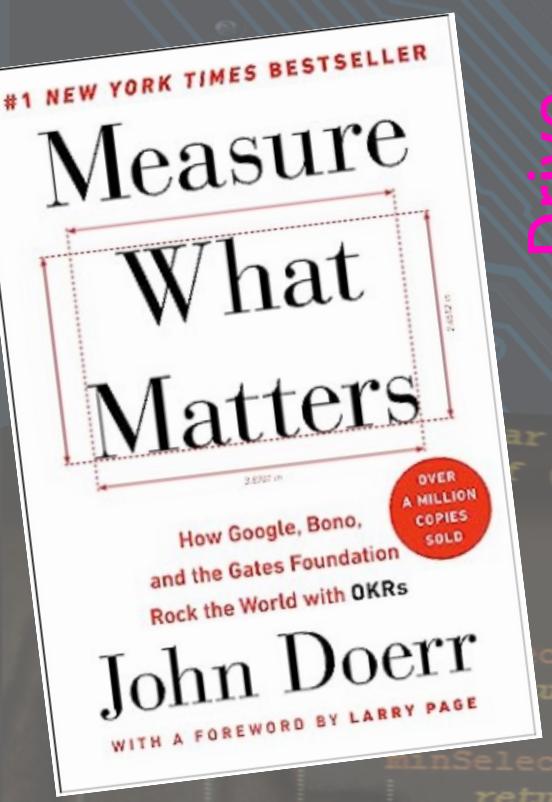
2023Q2 – Prospective - Manufacturers





XYZZYAY

Customers



Resilience

- ❖ Amazon
*remove our reliance on Amazon?
do we know who we'll use?*
- ❖ Password Vault
*could we switch password managers?
do we know what we'll use?*
- ❖ Growing Complexity
*calendars are tools, events for everything
leverage Notion to collaborate on ideas*

Happiness

- ❖ Explore with Kids
*maximize school vacations
days off are planned, learning is fun*
- ❖ Ying & Yang
*mix work and personal travel
maintain and deepen relationships*
- ❖ There's More to Life
*find more to do, embed new routines
go out more, play games, see people*

Drive Trust & Relevance

- ❖ piNPS
baseline, then 1.5x response growth
- ❖ Present to Customers
baseline tracking of #, drive to cNPS
- ❖ Present to SHI
baseline tracking of #, drive to eNPS

support Transaction & Revenue

- ❖ E2E Deal Involvement
2m+ GM impact opportunity engagement
- ❖ Executive Alignment
establish 1 organic & 1 target cadence
- ❖ Regional Advice
contribute to pre/sales team meetings

Elevate Talent & Relationships

- ❖ Start & Lead Guilds
**guild specific metrics, total attendees*
- ❖ Organic Mentoring
mentor 3-5 who approach me
- ❖ Partner Access
identify beach heads

Health

- ❖ Measurement
*daily weight, vitamin & bp measurement
consistency over time & on road*
- ❖ Mindful Reading
*always have a book for pleasure
wake up and read at night*
- ❖ Mental Fortitude
*elevate and calm
new morning routines*

