

0:0:0.0 --> 0:0:1.960

Dani Tyner

The group with us, umm.

0:0:2.70 --> 0:0:6.180

Dani Tyner

And really, maybe just give me a quick update of what we did last time.

0:0:6.190 --> 0:0:16.100

Dani Tyner

Is that we didn't evening Bob and had the opportunity to talk a little bit about how we wanna help support just getting more of the processes documented for your guys's group.

0:0:16.110 --> 0:0:32.390

Dani Tyner

Group and one of the items that we talked about last time is once we start documenting items is where we're going to be saving the things that we're doing and we confirm that we will be adding it to a folder that we created in the ACR work day and team space.

0:0:32.520 --> 0:0:35.530

Dani Tyner

So that's where we hope to start adding items.

0:0:35.880 --> 0:0:38.350

Dani Tyner

Eileen did drop into that folder.

0:0:38.360 --> 0:0:42.330

Dani Tyner

The kind of pre work that you guys are the brainstorm.

0:0:42.340 --> 0:0:49.480

Dani Tyner

I think it's called of some of the processes that you've already started kind of outlining that need to be documented.

0:0:50.650 --> 0:1:4.460

Dani Tyner

Apart from that, we made the decision that as Eileen and Bob and Shravan, or maybe doing different processes, if they're able to either record their screen or pull Jake in, then we can get those screenshots and start documenting.

0:1:4.470 --> 0:1:6.680

Dani Tyner

Some of the more common processes.

0:1:7.600 --> 0:1:10.30

Dani Tyner

Uh, so I guess since last week since we met.

0:1:10.40 --> 0:1:15.430

Dani Tyner

And I'm gonna maybe target you, Eileen, since you're on the call last week, have you had kind of that moment where you go?

0:1:15.440 --> 0:1:24.740

Dani Tyner

OK, this could be an opportunity for me to record my screen or pull in Jake or kind of what thoughts have you had about us getting some of the things that you do on a day to day basis documented?

0:1:27.730 --> 0:1:31.310

Eileen Filipski

Umm yeah, I have had a ticket.

0:1:31.590 --> 0:1:37.730

Eileen Filipski

I had a couple project tickets come up that I thought might be good to go through.

0:1:39.740 --> 0:1:39.940

Dani Tyner

OK.

0:1:37.740 --> 0:1:46.210

Eileen Filipski

I didn't record them though, but that did actually just get one this morning too that I could always record and walk through.

0:1:48.370 --> 0:1:48.790

Shari Maurer

He.

0:1:46.870 --> 0:1:49.420

Eileen Filipski

But I do have them.

0:1:47.100 --> 0:1:54.950

Dani Tyner

OK, I think that's a great place to start if maybe if you have one right, we can do that almost as a pilot for between now and next week.

0:1:54.960 --> 0:1:58.480

Dani Tyner

And we could bring it back and say, OK, you know what kind of documentation could we make from it?

0:1:58.490 --> 0:2:0.600

Dani Tyner

What was some of the lessons learned from it?

0:2:1.720 --> 0:2:2.0

Eileen Filipski

Right.

0:2:3.470 --> 0:2:3.940

Shari Maurer

So.

0:2:3.430 --> 0:2:4.150

Eileen Filipski

Yeah, that's a good.

0:2:9.100 --> 0:2:9.370

Dani Tyner

OK.

0:2:27.980 --> 0:2:28.140

Dani Tyner

Cool.

0:2:3.950 --> 0:2:32.60

Shari Maurer

So Danny, we did talk about this and one of our team meetings, umm, so we're kind of I threw out the idea that I would like to have umm, you know someone from your team, you know, kind of live with us when we talk about or when we do the steps for actually adding the FDM like a new company, that whole process because that's like 25 different steps.

0:2:40.450 --> 0:2:40.590

Dani Tyner

Yeah.

0:2:32.920 --> 0:2:41.720

Shari Maurer

Umm, which is a very, very critical and so to maybe not record that, but do that more live.

0:2:44.500 --> 0:2:44.660

Shari Maurer

But.

0:2:44.110 --> 0:2:49.950

Dani Tyner

Honestly, for us, I think live is always the preferable and you can pull in Jake at anytime.

0:2:50.380 --> 0:2:50.600

Shari Maurer

OK.

0:2:49.960 --> 0:2:53.920

Dani Tyner

He certainly working on schedules by node.

0:2:53.930 --> 0:3:2.710

Dani Tyner

Jake is flexible with what he does have, and yeah, doing it live and then he's able to really ask those questions in the moment and take the notes.

0:3:3.440 --> 0:3:4.440

Shari Maurer

OK. Yeah.

0:3:3.770 --> 0:3:14.300

Jake Gould

Yeah, I I like doing the live recording with transcription and then just walking through each step, clarifying things that don't make sense from like a new set of eyes, and then it's taking that and building documentation.

0:3:14.310 --> 0:3:15.770

Jake Gould

That's what I prefer, but I can be flexible.

0:3:16.830 --> 0:3:32.860

Shari Maurer

Yeah, because I think on that one now the the pros and cons of that is E like all these other ones that are happening like for instance when Eileen just talked about making a project that's one of the steps in when we create a company.

0:3:33.30 --> 0:3:41.880

Shari Maurer

So there's probably some steps that we won't necessarily have to do live and I guess Bob is your main contact for that.

0:3:41.890 --> 0:3:57.570

Shari Maurer

So as Bob gets a new company, I think Bob will just have you, Bob, since he's on now can just reach out to you, Jake and kind of go through some of the major ones like the company, the cost center, the higher Archy, you know creating the Ledger.

0:3:59.320 --> 0:4:5.560

Shari Maurer

Because I was at the ones that are, we trip up on creating knee fixed asset book. Umm.

0:4:13.770 --> 0:4:15.170

Shari Maurer

Yes. Yeah.

0:4:5.750 --> 0:4:19.100

Dani Tyner

And would you say that this and the spreadsheet I'm sharing kind of the the order that we have down here is kind of the brainstorm kind of went in order of the most important maybe kind of a little bit ad hoc, but really it is you know these are the ones that are more common at this end.

0:4:19.720 --> 0:4:20.620

Shari Maurer

Correct, correct.

0:4:20.630 --> 0:4:28.760

Shari Maurer

And when we can maybe move around, spend cat reecat around cause that's not as critical.

0:4:28.770 --> 0:4:33.10

Shari Maurer

Those are ones that I think we could probably just record and.

0:4:34.120 --> 0:4:35.760

Shari Maurer

Umm send to you?

0:4:36.510 --> 0:4:36.800

Dani Tyner

Alright.

0:4:37.80 --> 0:4:48.720

Shari Maurer

So we have those color coders like blue I think are bobs, umm yellows looked to be Eileen's and I think the purple ones are shravan's.

0:4:50.890 --> 0:4:51.380

Shari Maurer

Right.

0:4:51.390 --> 0:4:52.910

Shari Maurer

Do I have the color coding right team?

0:4:53.670 --> 0:4:55.640

Dani Tyner

Oh yeah, you did have purples, Eileen.

0:4:53.650 --> 0:4:56.990

Eileen Filipski

Yeah, that's why I also, yeah, purple.

0:4:55.650 --> 0:4:57.60

Dani Tyner

I thought it wasn't purple Eileen.

0:4:56.990 --> 0:4:57.800

Shari Maurer

Purpose Eileen.

0:4:57.810 --> 0:4:58.410

Shari Maurer

OK.

0:4:58.530 --> 0:4:59.550

Shari Maurer

And the yellows is.

0:4:58.350 --> 0:4:59.600

Eileen Filipski

Yeah, I know I said.

0:5:4.410 --> 0:5:4.630

Shari Maurer

OK.

0:4:59.610 --> 0:5:5.270

Eileen Filipski

I had a project one but I didn't have any that related to mine, so that's why I was like well least that's something.

0:5:6.670 --> 0:5:7.620

Shari Maurer

So then it's backwards.

0:5:7.630 --> 0:5:9.200

Shari Maurer

So then Shravan has the yellow one.

0:5:9.210 --> 0:5:10.860

Shari Maurer

So yeah.

0:5:16.640 --> 0:5:27.70

Shari Maurer

So yeah, I I just think the company cost center in some of that steps the because it is so sequential, umm.

0:5:28.500 --> 0:5:33.200

Shari Maurer

And typically, once the FDM sets it up, you shouldn't have to go in there.

0:5:34.60 --> 0:5:37.190

Shari Maurer

Umm, unless again new.

0:5:37.720 --> 0:5:39.90

Shari Maurer

Ohh, shouldn't have to.

0:5:39.920 --> 0:5:44.570

Shari Maurer

I don't know where I was going with that statement, but typically you're not gonna edit from there.

0:5:44.640 --> 0:5:57.220

Shari Maurer

OK, we're gonna have all the information in a in a perfect world up front to do it right the first time because business won't be as dynamic as it is today.

0:5:57.730 --> 0:5:59.310

Shari Maurer

And tomorrow's platform world.

0:6:0.10 --> 0:6:0.440

Dani Tyner

Very true.

0:6:5.790 --> 0:6:6.400

Dani Tyner

OK.

0:6:6.910 --> 0:6:9.220

Dani Tyner

Well, I think that that's a great place to start.

0:6:9.530 --> 0:6:16.810

Dani Tyner

And so I know Jake is taking some notes, but that would be great if you have you can maybe schedule the meeting and then as well as him and Bob can connect.

0:6:18.220 --> 0:6:21.310

Dani Tyner

An additional documentation that we can go there.

0:6:21.390 --> 0:6:34.500

Dani Tyner

Our real goal then would be like I had shown is as we, even if it's in draft form, you can start dropping things into our the Workday folder that we created for the team and start, you know really moving from there.

0:6:34.830 --> 0:6:35.820

Dani Tyner

I know, Sherry.

0:6:35.830 --> 0:6:49.400

Dani Tyner

We did meet last week to talk a little bit also about the other items that we had open apart from just basic documentation and continue to move that forward was the actual creation or for M&A, what does that look like?

0:6:49.410 --> 0:6:53.840

Dani Tyner

And I know we're moving forward even with what had happened with payroll, right?

0:6:53.850 --> 0:7:1.180

Dani Tyner

Like what does it mean to improve that workflow so as I work with Misty to finalize what it looks like from that side, we'll bring it back.

0:7:3.220 --> 0:7:3.460

Shari Maurer

Yeah.

0:7:1.190 --> 0:7:4.940

Dani Tyner

Is that mostly with you, Sherry, that we do working on the and workflow, OK.

0:7:5.70 --> 0:7:5.540

Shari Maurer

Yeah.

0:7:8.520 --> 0:7:8.720

Dani Tyner

OK.

0:7:5.550 --> 0:7:9.900

Shari Maurer

Well, myself and Bob, but for sure myself to be included on that, yeah.

0:7:10.770 --> 0:7:11.140

Dani Tyner

OK.

0:7:11.150 --> 0:7:23.140

Dani Tyner

Well, as I know, that's what they're kind of pinning down from there and 1st with HR Ambre and we were on the call yesterday and then we'll also make sure it's not linked into your folder.

0:7:23.150 --> 0:7:25.330

Dani Tyner

But then we all have the same information in the same spot.

0:7:26.560 --> 0:7:35.550

Dani Tyner

Umm, the other item that we had talked about was the kind of what does it mean to communicate some of the changes that you guys are making.

0:7:35.560 --> 0:7:44.230

Dani Tyner

So one of the biggest challenges that you have is that you receive a ticket requesting something and you process it and the requests are obviously gets a notification.

0:7:44.240 --> 0:7:48.910

Dani Tyner

Your request has been processed, but how do we communicate back to the business?

0:7:49.390 --> 0:8:3.590

Dani Tyner

And I think this is kind of an existential question, but since our last conversation, Sherry, have you had more conversations about just in general communicating changes back to the business and we kind of need to keep it on our radar and kind of proposing how we can do that.

0:8:4.590 --> 0:8:8.340

Shari Maurer

So it needs to stay on our radar, but period.

0:8:8.380 --> 0:8:20.540

Shari Maurer

OK, then the EA team collectively met and have some new direction, and we're gonna get into a cadence of when we're, uh, completing these tickets.

0:8:20.550 --> 0:8:25.160

Shari Maurer

We're not just going to go into production, so OK, so I got this ticket to create a project.

0:8:25.550 --> 0:8:27.660

Shari Maurer

I'm gonna put it into sandbox.

0:8:27.670 --> 0:8:29.420

Shari Maurer

Throw it back to the end user.

0:8:29.460 --> 0:8:41.840

Shari Maurer

They're gonna do the testing and user signs off were then going to figure out a system to hold that because it's not going to go into production that right then and there.

0:8:42.70 --> 0:8:46.140

Shari Maurer

We're gonna do all production changes on Wednesday or on Thursday.

0:8:46.150 --> 0:8:47.320

Shari Maurer

I don't know the exact date.

0:8:47.330 --> 0:8:48.620

Shari Maurer

I gotta go through some of the notes.

0:8:48.840 --> 0:8:53.890

Shari Maurer

You could just talk through the process, or if it's on Mondays, right after the refresh happens.

0:8:54.400 --> 0:8:59.710

Shari Maurer

So that way we have documentation of what has changed in the tenant.

0:8:59.800 --> 0:9:7.630

Shari Maurer

So that way if something happens to not work as planned, we can then go through the tickets to see what what happened.

0:9:7.640 --> 0:9:15.560

Shari Maurer

So we can isolate that and then know how to go back and modify our work instructions because we have a new learning now, right?

0:9:13.940 --> 0:9:15.980

Dani Tyner

Mm-hmm. Yep.

0:9:15.570 --> 0:9:18.530

Shari Maurer

There is a downstream process that we didn't know about.

0:9:19.260 --> 0:9:19.880

Shari Maurer

OK.

0:9:20.70 --> 0:9:28.100

Shari Maurer

So we're still, I have a meeting with Kyle on Friday to start asking a few more process questions.

0:9:33.670 --> 0:9:34.90

Dani Tyner

OK.

0:9:28.590 --> 0:9:36.10

Shari Maurer

So there's still for in my mind, I still have questions that I just need to kind of dive into.

0:9:36.50 --> 0:9:38.240

Shari Maurer

So I get this strategy great.

0:9:38.410 --> 0:9:44.730

Shari Maurer

Now I'm kind of rolling out the detail plan and the details aren't coming together for me just yet, so.

0:9:46.750 --> 0:9:48.70

Dani Tyner

I said no, that's great, Sherri.

0:9:48.80 --> 0:9:59.260

Dani Tyner

Thank you for the update and certainly if you wanna pull us in at anytime or if you have notes that we can help you know put into some sort of documentation or workflow or visual, it would be happy to do that for you to help move that along.

0:10:0.70 --> 0:10:4.100

Shari Maurer

Sure, I'll send you the email that Kyle sent us.

0:10:4.610 --> 0:10:4.830
Dani Tyner
OK.
0:10:4.170 --> 0:10:5.750
Shari Maurer
You know, just as a starting point.
0:10:6.380 --> 0:10:11.970
Shari Maurer
Umm, I thought maybe you were on that, but maybe probably not.
0:10:14.240 --> 0:10:15.920
Dani Tyner
You know, I don't know either.
0:10:17.80 --> 0:10:19.200
Shari Maurer
Yeah, it was Monday, so.
0:10:22.10 --> 0:10:22.450
Dani Tyner
Ohh.
0:10:21.860 --> 0:10:22.790
Shari Maurer
There were so many people.
0:10:25.370 --> 0:10:29.260
Shari Maurer
Now it doesn't look like it, so here let me just forward this to you. UM.
0:10:32.680 --> 0:10:34.230
Shari Maurer
And then we can go fit.
0:10:34.240 --> 0:10:35.900
Shari Maurer
Uh, Jake, do you want it as well?
0:10:38.120 --> 0:10:39.600
Dani Tyner
Yes, please. Yeah.
0:10:38.800 --> 0:10:39.710
Jake Gould
Yeah, yeah.
0:10:37.450 --> 0:10:39.940
Shari Maurer
Just for FYI or just Jay, OK.
0:10:39.720 --> 0:10:39.940
Jake Gould
Sure.
0:10:39.950 --> 0:10:43.960
Jake Gould
Please, as long as Dani's OK with me being there, then I said yes.
0:10:46.110 --> 0:10:46.980
Dani Tyner
Yep, exactly.
0:10:46.990 --> 0:10:47.680
Dani Tyner
Yes, please.
0:10:47.770 --> 0:10:49.770
Dani Tyner
Yes, I love having Jake everywhere.

0:10:49.780 --> 0:10:50.220
Dani Tyner
I am.
0:10:50.290 --> 0:10:50.870
Dani Tyner
That's great.
0:10:51.920 --> 0:10:52.140
Jake Gould
It's.
0:10:52.500 --> 0:10:53.590
Jake Gould
Yeah, I'm like her shadow.
0:10:55.610 --> 0:10:55.920
Shari Maurer
Yeah.
0:10:55.930 --> 0:10:56.350
Shari Maurer
Perfect.
0:10:55.650 --> 0:10:56.350
Dani Tyner
Ohh.
0:10:56.360 --> 0:10:57.580
Shari Maurer
OK. Yeah.
0:10:57.590 --> 0:11:4.370
Shari Maurer
So that was a good kind of a ah there and system stuff that we're doing and.
0:11:6.550 --> 0:11:6.720
Dani Tyner
Yeah.
0:11:6.730 --> 0:11:7.570
Dani Tyner
Well, we'll keep, yeah.
0:11:6.360 --> 0:11:10.800
Shari Maurer
From a documentation of the overall, the high level process so.
0:11:11.570 --> 0:11:11.920
Dani Tyner
Right.
0:11:11.930 --> 0:11:14.300
Dani Tyner
Like the this that can be applied across the board.
0:11:14.310 --> 0:11:15.130
Dani Tyner
I think that's great.
0:11:14.830 --> 0:11:15.380
Shari Maurer
Yeah.
0:11:15.450 --> 0:11:15.800
Shari Maurer
Yeah.
0:11:15.140 --> 0:11:16.660
Dani Tyner
And what we can we'll take the.

0:11:15.810 --> 0:11:20.980

Shari Maurer

So as in as we then dive into them, the details of above Eileen and Shravan are doing.

0:11:21.170 --> 0:11:24.440

Shari Maurer

We get and then keep in tact or keep on the radar.

0:11:24.450 --> 0:11:29.10

Shari Maurer

This high level plan to make sure it's following the same process.

0:11:30.990 --> 0:11:31.170

Dani Tyner

Yeah.

0:11:33.180 --> 0:11:34.430

Dani Tyner

Yeah, that's a great point.

0:11:34.440 --> 0:11:34.760

Dani Tyner

OK.

0:11:34.770 --> 0:11:36.760

Dani Tyner

Yeah, we'll take a look at it and see what we can maybe do.

0:11:36.770 --> 0:11:42.110

Dani Tyner

And then also keeping in mind how we could support downline once the strategy continues to firm up.

0:11:42.120 --> 0:11:44.170

Dani Tyner

How do we communicate back to the business right?

0:11:44.180 --> 0:11:44.980

Dani Tyner

What they can expect?

0:11:44.500 --> 0:11:45.840

Shari Maurer

Yeah, yeah.

0:11:45.670 --> 0:11:47.400

Dani Tyner

Umm, so that would be great.

0:11:47.830 --> 0:11:49.500

Shari Maurer

And again, this is really high level.

0:11:53.90 --> 0:11:53.400

Dani Tyner

Yeah.

0:11:49.510 --> 0:11:54.100

Shari Maurer

It doesn't have any of those details in it, so that's why I'm starting to have some detailed meetings and.

0:11:56.320 --> 0:12:15.990

Shari Maurer

Right now I could cause they have one with going on on Friday more around the vendor payables process and then with moan and Kyle next week and more, OK how is how will our EA team uh interpret this and function.

0:12:16.0 --> 0:12:16.470

Shari Maurer

What?

0:12:16.640 --> 0:12:19.490

Shari Maurer

What reporting is really for me, it's about reporting.

0:12:19.500 --> 0:12:20.870

Shari Maurer

How am I gonna get this information?

0:12:20.880 --> 0:12:22.70

Shari Maurer

How are we gonna know?

0:12:22.380 --> 0:12:27.70

Shari Maurer

You know, so as as he tickets get completed, you know, what's our status?

0:12:27.80 --> 0:12:30.240

Shari Maurer

What's what do we need from service now?

0:12:30.250 --> 0:12:38.190

Shari Maurer

Because that's the other piece that we still have to walk step and step with, and I'm not sure they're ready for it yet because of the.

0:12:39.400 --> 0:12:40.60

Shari Maurer

Umm.

0:12:40.340 --> 0:12:42.550

Shari Maurer

Reg Affairs roll out with ServiceNow.

0:12:43.510 --> 0:12:43.700

Dani Tyner

Mm-hmm.

0:12:44.280 --> 0:12:53.60

Shari Maurer

Uh, But that's that's really our biggest in my mind, the biggest hurdle of getting the accurate information.

0:12:53.70 --> 0:13:1.190

Shari Maurer

So these tickets can become and resolved rather quickly because we're not, we're just not doing that.

0:13:1.700 --> 0:13:3.250

Shari Maurer

It's taking too long because we don't.

0:13:4.10 --> 0:13:9.960

Shari Maurer

We don't know what we don't know yet, so getting the information and is tough.

0:13:10.910 --> 0:13:13.890

Dani Tyner

Yeah, and information is the key part of it.

0:13:14.250 --> 0:13:14.490

Shari Maurer

Yeah.

0:13:15.750 --> 0:13:16.700

Dani Tyner

Yeah, I agree though, right?

0:13:16.710 --> 0:13:20.520

Dani Tyner

Is the more we move towards ServiceNow across the board, it kind of better for everyone.

0:13:21.130 --> 0:13:25.790

Dani Tyner

So I was things kind of formalized with the ServiceNow team will be great.

0:13:27.130 --> 0:13:29.260

Dani Tyner

OK, ohk great.

0:13:29.270 --> 0:13:39.180

Dani Tyner

Well then from that last item that we had then was just kind of continuing to build out just kind of even an overview of your guys's team and what does that mean to be on your team?

0:13:39.190 --> 0:13:42.880

Dani Tyner

Team and Jake did just kind of do a first pass based on the notes that we had.

0:13:43.320 --> 0:13:43.830

Dani Tyner

Umm.

0:13:44.440 --> 0:13:53.590

Dani Tyner

From our conversations with Sherry and then with the rest with Bob and Eileen last week or two weeks ago, whenever it was so, unless we had anything else you wanted to talk about.

0:13:53.600 --> 0:13:57.830

Dani Tyner

Jake, I was thinking maybe you could show what you put together and then we could put that into the folder.

0:13:58.480 --> 0:13:59.790

Jake Gould

Yeah, me one second here.

0:13:59.840 --> 0:14:0.610

Jake Gould

Like track it down.

0:14:7.590 --> 0:14:9.650

Jake Gould

Of course I didn't pin it so one moment please.

0:14:11.950 --> 0:14:12.490

Jake Gould

My spot.

0:14:14.770 --> 0:14:15.350

Shari Maurer

No worries.

0:14:17.310 --> 0:14:24.940

Dani Tyner

And if you even want to just move it into the folder now, just going forward, I think you know this team understands that everything can be a work in progress.

0:14:24.950 --> 0:14:27.510

Dani Tyner

So I mean it's constant evolution.

0:14:28.530 --> 0:14:29.360

Jake Gould

Yeah, iterations.

0:14:30.210 --> 0:14:30.350

Dani Tyner

Yeah.

0:14:29.370 --> 0:14:30.640

Jake Gould

I think that's my favorite term.

0:14:30.730 --> 0:14:32.140

Jake Gould

It sounds really a fancy.

0:14:32.150 --> 0:14:34.530

Jake Gould

When you say iterations, very iterative.

0:14:36.660 --> 0:14:37.270
Jake Gould
Here we go.
0:14:37.340 --> 0:14:37.850
Jake Gould
I'm getting there.
0:14:48.960 --> 0:14:50.400
Jake Gould
Together, we'll get there.
0:14:51.320 --> 0:14:51.600
Dani Tyner
It.
0:14:54.990 --> 0:14:55.980
Jake Gould
All right, you see my screen now.
0:14:58.790 --> 0:14:59.410
Shari Maurer
Yes, Sir.
0:14:59.560 --> 0:14:59.780
Shravan Pargaonkar
Yes.
0:15:0.390 --> 0:15:0.610
Eileen Filipski
Yep.
0:15:0.140 --> 0:15:5.150
Jake Gould
This is of course the web version, so it's not quite as as Nice as it would look in the app version.
0:15:5.160 --> 0:15:11.120
Jake Gould
When you open your desktop, but typically it's just here at overview that's pulled directly from, umm.
0:15:11.130 --> 0:15:17.340
Jake Gould
Office or all 365, which pulls from work day and I updated Bob's title since that had like an IT engineer.
0:15:17.690 --> 0:15:23.450
Jake Gould
So I aligned that with what is expected job title would be gives a little breakdown of what the rules are.
0:15:23.780 --> 0:15:31.630
Jake Gould
Team overview and then easy which I had to Google when Danny first told me to build Aracy, which is responsible, accountable, consulted and informed.
0:15:31.800 --> 0:15:35.750
Jake Gould
So if any of these are incorrect, just let me know and I can update them.
0:15:35.800 --> 0:15:39.770
Jake Gould
Or if you'd like to word it differently or otherwise want changes, then that's pretty easy to do.
0:15:42.250 --> 0:15:44.130
Dani Tyner
You put the link it or did you move it already or?
0:15:44.710 --> 0:15:45.470
Jake Gould
I have not moved yet.
0:15:47.400 --> 0:15:47.930
Jake Gould
Yeah, I'll do that.

0:15:46.90 --> 0:15:49.300

Dani Tyner

OK, So what we'll do. Yeah.

0:15:49.310 --> 0:15:54.940

Dani Tyner

What we'll do is if we can move it and then we'll also just make some final kind of updates.

0:15:54.950 --> 0:16:0.780

Dani Tyner

But I think the purpose of this is more as a reference document as we keep going forward we can validate against it of.

0:16:0.790 --> 0:16:2.520

Dani Tyner

Is this still how things are working?

0:16:2.530 --> 0:16:5.190

Dani Tyner

And then what does it mean to do each thing?

0:16:6.410 --> 0:16:16.680

Dani Tyner

It is really our goal and then also as we continue to define responsibilities like you said, share it right as things go forward, right, like how does the scope of your team evolve, right?

0:16:16.690 --> 0:16:21.450

Dani Tyner

We can make sure that use this as kind of this repository of the notes that were taking.

0:16:22.190 --> 0:16:22.470

Shari Maurer

OK.

0:16:23.500 --> 0:16:23.780

Shari Maurer

Umm.

0:16:32.870 --> 0:16:33.440

Dani Tyner

Yes.

0:16:24.100 --> 0:16:35.670

Shari Maurer

If we have a language suggestions or whatever, do I put them in there is is that document one that tracks changes?

0:16:33.850 --> 0:16:36.580

Dani Tyner

So that's something that Jake will move it. Yeah.

0:16:38.870 --> 0:16:39.210

Shari Maurer

OK.

0:16:43.690 --> 0:16:44.590

Shari Maurer

OK, OK.

0:16:48.540 --> 0:16:48.820

Shari Maurer

Yeah.

0:16:36.590 --> 0:16:50.490

Dani Tyner

So Jake will move it to our folder with you guys and then I'll share the link and then if you wanna go in and then add comments to it and then we can just work in it kind of in conjunction, yeah.

0:16:52.190 --> 0:16:52.450

Dani Tyner

Umm.

0:16:48.830 --> 0:16:54.970

Shari Maurer

Then you can review it and then either accept the comment or modify it, whatever, and then OK, So what?

0:16:54.980 --> 0:16:57.710

Shari Maurer

You can see the the dialogue perfect.

0:16:57.740 --> 0:16:57.950

Dani Tyner

Yeah.

0:17:0.400 --> 0:17:0.600

Shari Maurer

OK.

0:17:0.610 --> 0:17:1.80

Shari Maurer

That's great.

0:17:1.90 --> 0:17:1.650

Shari Maurer

Thank you, Jake.

0:17:2.140 --> 0:17:2.910

Jake Gould

Hey, no problem.

0:17:2.970 --> 0:17:5.230

Jake Gould

Sorry, take me so long stumble and find it.

0:17:5.430 --> 0:17:10.390

Jake Gould

Uh, yeah, my brain still let, like, I think I'm at 85% now in recovery.

0:17:11.720 --> 0:17:12.200

Dani Tyner

Recovery.

0:17:10.190 --> 0:17:12.520

Shari Maurer

Yeah, I know, I know.

0:17:11.960 --> 0:17:17.870

Jake Gould

You can hear it in my you can hear it in my sweet voice that yeah, I'm not at my peak performance, but we're getting there.

0:17:18.680 --> 0:17:20.660

Shari Maurer

Yeah, it's a bad time of the year.

0:17:20.750 --> 0:17:23.700

Shari Maurer

It's, you know, and there is a crew, obviously.

0:17:23.710 --> 0:17:25.620

Shari Maurer

You know, we are all at work day rising.

0:17:25.630 --> 0:17:30.540

Shari Maurer

There was twenty of us, like I think four or five people came back, end up having COVID.

0:17:31.10 --> 0:17:32.0

Jake Gould

Ohh, super spreader.

0:17:31.530 --> 0:17:32.620

Dani Tyner

Yeah, I heard that.

0:17:32.630 --> 0:17:33.470

Dani Tyner

That's the worst.

0:17:33.770 --> 0:17:34.380

Shari Maurer

Yeah.

0:17:34.390 --> 0:17:37.40

Shari Maurer

So that was like, whoa, where'd that come from?

0:17:38.50 --> 0:17:38.780

Jake Gould

Yeah, it's gonna.

0:17:43.310 --> 0:17:43.450

Dani Tyner

Yeah.

0:17:37.110 --> 0:17:48.600

Shari Maurer

You know, I think your body just gets so worn down from the time of change and stuff that the little bugs come in and they make themselves comfortable and whammo.

0:17:49.220 --> 0:17:50.410

Shari Maurer

You're down for the cow.

0:17:49.130 --> 0:17:51.900

Jake Gould

Yeah, yeah, I got the test.

0:17:51.950 --> 0:17:52.240

Jake Gould

Uh.

0:17:52.250 --> 0:17:53.450

Jake Gould

Tuesday, so this doesn't cover.

0:17:54.970 --> 0:17:55.480

Shari Maurer

Yeah.

0:17:55.530 --> 0:17:55.810

Shari Maurer

OK.

0:17:55.820 --> 0:17:56.150

Shari Maurer

Well, that's.

0:17:53.460 --> 0:17:57.720

Jake Gould

This is the simple cold, so it never thought I would be happy that it's just a cold.

0:17:57.730 --> 0:17:59.740

Jake Gould

You know, you're like celebrating, not having COVID.

0:18:0.100 --> 0:18:1.150

Shari Maurer

I know, I know.

0:18:1.160 --> 0:18:1.650

Shari Maurer

What you say?

0:18:1.660 --> 0:18:2.610

Shari Maurer

Just a cold.

0:18:2.470 --> 0:18:3.750
Jake Gould
You're like, yay, it's the flu.
0:18:2.620 --> 0:18:3.810
Shari Maurer
It's like ohh my gosh.
0:18:3.860 --> 0:18:5.450
Shari Maurer
Is that what we've gotten to now?
0:18:5.460 --> 0:18:8.170
Shari Maurer
You know, that's sad.
0:18:8.730 --> 0:18:10.0
Dani Tyner
No big deal.
0:18:8.740 --> 0:18:10.390
Shari Maurer
So alright, well we.
0:18:10.150 --> 0:18:13.720
Dani Tyner
We celebrate over here if they have a cough right or a sneezing, right?
0:18:13.730 --> 0:18:16.500
Dani Tyner
Cause sneezing a non COVID symptoms.
0:18:16.750 --> 0:18:16.950
Shari Maurer
Yeah.
0:18:16.510 --> 0:18:18.850
Dani Tyner
I think it is, but ah.
0:18:18.150 --> 0:18:27.930
Shari Maurer
So hey team, I guess what I'll do is cause this week it's just really bad because I've got a well I'm on.
0:18:33.970 --> 0:18:34.420
Dani Tyner
Ohh.
0:18:30.330 --> 0:18:37.210
Shari Maurer
You know, awareness for jury duty or on standby and then KPMG is on site.
0:18:37.220 --> 0:18:40.890
Shari Maurer
So I'm kind of tackling 2 things, so I have at least scheduled too many meetings.
0:18:41.140 --> 0:18:45.300
Shari Maurer
So team, I'll schedule on then on my vacation next week.
0:18:45.310 --> 0:18:46.110
Shari Maurer
PTL.
0:18:46.680 --> 0:18:47.300
Dani Tyner
Oh, nice.
0:18:46.440 --> 0:18:52.610
Shari Maurer
So we'll get some meetings on the calendar, I'll take a couple of meetings next week on PTO.

0:18:52.620 --> 0:18:54.120

Shari Maurer

I'll just keep this moving along.

0:18:55.510 --> 0:18:56.50

Shari Maurer

Umm.

0:18:55.410 --> 0:18:56.200

Dani Tyner

Yeah, I don't know.

0:18:56.210 --> 0:18:56.520

Dani Tyner

I didn't.

0:18:56.530 --> 0:19:6.380

Dani Tyner

Sherri, if there are times that you know they can get on with you that you know any of your team and move something along and then certainly will always share it to the whole group for review and validation.

0:19:12.450 --> 0:19:12.690

Shari Maurer

Yeah.

0:19:6.390 --> 0:19:15.90

Dani Tyner

So I'm wondering if you know there are opportunities for him to actually do the process kind of first pass maybe when you're on vacation, right, and that you don't have to join, we can move things forward?

0:19:15.520 --> 0:19:16.700

Shari Maurer

No, but then that's it.

0:19:16.710 --> 0:19:19.850

Shari Maurer

It's just helping to get organized right that way.

0:19:19.860 --> 0:19:21.720

Shari Maurer

The team is not floundering.

0:19:21.730 --> 0:19:22.570

Shari Maurer

And they may not be.

0:19:22.580 --> 0:19:27.50

Shari Maurer

In this media Sue, they are because I just feel like I haven't been real present for them.

0:19:35.490 --> 0:19:38.330

Dani Tyner

Yeah, in divide and conquer.

0:19:27.420 --> 0:19:43.670

Shari Maurer

So it's just to say, OK, how about you, Shravan, if we work on these types of ones you go and do those with Jake and Eileen, let's you have you do these and Bob, let's have you just do this one right, cause those were all get us the biggest bang for our buck.

0:19:44.40 --> 0:19:44.930

Shari Maurer

Kind of this stuff.

0:19:45.530 --> 0:19:45.690

Dani Tyner

Yeah.

0:19:54.740 --> 0:19:56.600

Dani Tyner

And he had organized.

0:19:44.980 --> 0:19:57.190

Shari Maurer

So and make sure they're they have questions and they're clear because like I say, it's probably more so me if you know, like, I haven't had enough time just you know, how how life it acrisure works.

0:19:59.130 --> 0:20:0.60

Dani Tyner

No, sounds good.

0:20:0.110 --> 0:20:1.120

Dani Tyner

Sounds like a plan.

0:20:1.260 --> 0:20:3.450

Dani Tyner

Jake will be sending out some notes from my meeting today.

0:20:3.460 --> 0:20:4.580

Dani Tyner

Just kind of what we talked about.

0:20:4.590 --> 0:20:10.250

Dani Tyner

So we can reference them in the future and we'll just, you know, one day, one week at a time, just keep plugging along.

0:20:10.940 --> 0:20:11.720

Shari Maurer

No, that's perfect.

0:20:13.30 --> 0:20:13.430

Dani Tyner

Uh.

0:20:12.690 --> 0:20:15.380

Jake Gould

And also just no, I don't really need anything formal.

0:20:15.480 --> 0:20:18.90

Jake Gould

If you have time to like share your process with me.

0:20:18.630 --> 0:20:24.610

Jake Gould

Usually if it's like maybe later in the day or the day, like tomorrow, just send me a note in teams saying, hey, have some time.

0:20:24.620 --> 0:20:25.420

Jake Gould

I'm gonna do this.

0:20:25.430 --> 0:20:26.990

Jake Gould

Can you jump in and document it?

0:20:27.110 --> 0:20:28.610

Jake Gould

And that's that'll be good enough for me.

0:20:29.340 --> 0:20:31.700

Shari Maurer

OK, team, are you good with that?

0:20:33.670 --> 0:20:33.930

Eileen Filipski

Yep.

0:20:34.310 --> 0:20:34.610

Shravan Pargaonkar

Yep.

0:20:35.280 --> 0:20:35.770

Shari Maurer

Perfect.

0:20:35.780 --> 0:20:36.70

Shari Maurer

Yeah.

0:20:36.80 --> 0:20:37.900

Shari Maurer

So start using abusing Jake.

0:20:39.0 --> 0:20:39.220

Eileen Filipski

Can.

0:20:39.120 --> 0:20:39.750

Dani Tyner

But woo.

0:20:39.980 --> 0:20:41.150

Jake Gould

Yeah, probably.

0:20:41.160 --> 0:20:41.690

Jake Gould

Denny's lead.

0:20:40.160 --> 0:20:43.380

Shari Maurer

I think that's the overall message he wants to be used now so.

0:20:43.0 --> 0:20:45.80

Dani Tyner

He wants to be used partnered with.

0:20:45.780 --> 0:20:45.970

Jake Gould

Yeah.

0:20:46.860 --> 0:20:47.800

Jake Gould

Yeah. Leverage.

0:20:47.240 --> 0:20:49.500

Eileen Filipski

So I have a I have a question.

0:20:49.640 --> 0:20:53.950

Eileen Filipski

I'm sure like this is fine, but I just wanted to double check like the things that I had assigned to me.

0:20:53.960 --> 0:21:3.340

Eileen Filipski

I don't have any items like that, so I was wondering can I just throw like whatever ticket I have at them just to have it documented just to get things moving.

0:21:4.120 --> 0:21:5.140

Shari Maurer

Oh, absolutely.

0:21:5.550 --> 0:21:5.790

Eileen Filipski

OK.

0:21:5.340 --> 0:21:21.560

Shari Maurer

And you can also Eileen just going to task, you know you may not have a ticket, you can say, hey, let's just pretend someone asks for a posting rule change, you can go in and in test, you know sandbox and just pretend like they're moving from this cash account to this cash account, right.

0:21:22.320 --> 0:21:22.690

Eileen Filipski

OK.

0:21:22.700 --> 0:21:24.820

Eileen Filipski

Yeah, I'll do that then because I didn't wanna.

0:21:24.100 --> 0:21:24.910

Shari Maurer

That can work too.

0:21:26.80 --> 0:21:31.330

Eileen Filipski

I just didn't want to do duplicative work if other people are pulling in for the same things, that's all.

0:21:31.600 --> 0:21:31.840

Shari Maurer

Yeah.

0:21:31.760 --> 0:21:33.200

Eileen Filipski

So I'll do like dummy data then.

0:21:33.970 --> 0:21:35.640

Shari Maurer

Yeah, if you don't have one.

0:21:35.690 --> 0:21:46.750

Shari Maurer

Or wait maybe and do some of the tickets first, umm, and then go into dummy data if we don't have a ticket for it, which then?

0:21:46.760 --> 0:21:57.390

Shari Maurer

Also, we should know on our documentation because again these are low frequencies, so then those would be opportunities maybe for when we get ready to do service.

0:22:0.800 --> 0:22:0.940

Dani Tyner

Yeah.

0:22:2.40 --> 0:22:2.930

Dani Tyner

Where automation.

0:22:5.600 --> 0:22:5.820

Eileen Filipski

Mm-hmm.

0:21:57.400 --> 0:22:17.290

Shari Maurer

Now that maybe, hey, maybe service now, just post it automatically, right, kind of a stuff you know, so, so all of that is just you know data points that help us figure out the whole big piece when cause right now we're doing in pieces and then it's all gonna come together eventually.

0:22:18.760 --> 0:22:19.60

Eileen Filipski

Right.

0:22:21.30 --> 0:22:22.180

Dani Tyner

Yeah, one day at a time.

0:22:23.250 --> 0:22:24.780

Jake Gould

Then I dropped the link to that document.

0:22:24.790 --> 0:22:33.30

Jake Gould

I moved it to the HR work day General work day prior delivery team documentation folder and so you can find it there and you should have access to edit that as well.

0:22:35.140 --> 0:22:35.600
Eileen Filipski
Thank you.
0:22:37.550 --> 0:22:37.990
Jake Gould
Yeah, certainly.
0:22:40.270 --> 0:22:41.40
Shari Maurer
Alright girl.
0:22:39.770 --> 0:22:41.150
Dani Tyner
That sound OK guys.
0:22:41.110 --> 0:22:42.140
Shari Maurer
Thank you, Danny.
0:22:42.150 --> 0:22:43.180
Shari Maurer
Thank you, Jake.
0:22:43.270 --> 0:22:44.120
Shari Maurer
Thank you team.
0:22:44.410 --> 0:22:45.420
Dani Tyner
Thanks team.
0:22:45.870 --> 0:22:47.750
Dani Tyner
Don't be sorry, this is part of acrisure.
0:22:44.130 --> 0:22:48.90
Shari Maurer
Sorry that we're we're slow.
0:22:49.810 --> 0:22:50.10
Jake Gould
Yeah.
0:22:47.900 --> 0:22:50.440
Dani Tyner
Is this is the exciting this is exciting time.
0:22:49.590 --> 0:22:51.240
Shari Maurer
Yeah, well, this is the fun stuff.
0:22:50.450 --> 0:22:51.430
Dani Tyner
We're building something.
0:22:51.250 --> 0:22:53.540
Shari Maurer
And then all the work is on you guys and I get that.
0:22:53.550 --> 0:22:58.0
Shari Maurer
So I get the pressure of having to solve tickets and also then document solving it.
0:23:0.710 --> 0:23:2.620
Dani Tyner
Yeah, do.
0:22:58.10 --> 0:23:7.770
Shari Maurer
Tickets gonna slow you down, so I appreciate that element that you're in and so grateful that you're willing to do both of those, so.

0:23:7.720 --> 0:23:9.260

Dani Tyner

You guys have great attitude about it.

0:23:9.870 --> 0:23:10.90

Shari Maurer

Yeah.

0:23:9.820 --> 0:23:10.930

Jake Gould

Thanks for being grateful.

0:23:10.940 --> 0:23:11.910

Jake Gould

Not everybody is Sherry.

0:23:15.20 --> 0:23:15.440

Shari Maurer

Alright.

0:23:15.170 --> 0:23:23.370

Eileen Filipski

Do you Danny real quick and Jake, do you know who could help with documenting Cyber a cyber process?

0:23:24.540 --> 0:23:24.720

Dani Tyner

Yeah.

0:23:23.380 --> 0:23:30.10

Eileen Filipski

Because I'm I'm working through that right now and it's a pretty big beast, but just wanna keep somebody along for the ride.

0:23:28.690 --> 0:23:31.620

Dani Tyner

Anna Hoenshell Anna from our team.

0:23:35.100 --> 0:23:35.540

Eileen Filipski

Got it.

0:23:31.630 --> 0:23:40.920

Dani Tyner

She is our kind of cyber guru, but if you wanna bring an Anna and Jake together, if there is a kind of an overlap, then we can make sure that we're supporting you.

0:23:40.930 --> 0:23:41.570

Dani Tyner

If it is a big one.

0:23:42.670 --> 0:23:42.910

Eileen Filipski

OK.

0:23:42.420 --> 0:23:44.410

Shari Maurer

Yeah, there's a definite overlap.

0:23:44.420 --> 0:23:47.320

Shari Maurer

So because it's also going to affect international.

0:23:48.110 --> 0:23:48.240

Jake Gould

Yeah.

0:23:48.860 --> 0:23:49.180

Dani Tyner

Umm.

0:23:48.320 --> 0:23:52.650

Shari Maurer

Umm down the road and then surely maintenance.

0:23:52.660 --> 0:23:55.350

Shari Maurer

So the good point, Eileen?

0:23:54.40 --> 0:23:56.80

Dani Tyner

Everything is so interconnected.

0:23:56.980 --> 0:23:59.10

Shari Maurer

Yeah, good point.

0:23:59.350 --> 0:24:1.130

Shari Maurer

Alright, I gotta run. Thanks.

0:24:1.700 --> 0:24:2.270

Eileen Filipski

Thank you.

0:24:1.390 --> 0:24:2.280

Dani Tyner

OK, bye team.

0:24:1.750 --> 0:24:2.470

Jake Gould

Thank everybody.

0:24:2.590 --> 0:24:2.940

Shari Maurer

Alright bye.

0:24:2.300 --> 0:24:3.40

Shravan Pargaonkar

Thanks guys.

0:24:3.590 --> 0:24:3.840

Shravan Pargaonkar

Bye bye.

0:24:3.760 --> 0:24:3.980

Eileen Filipski

Bye bye.