**Mariana Oliveira – Service Desk Manager Case - GymPass**

30/60/90 days *Action Plan* objectives:

* Agile Adoption: Implement Agile methodologies to improve adaptability, flexibility, and collaboration within squads.
* Transparent Communication: Foster an environment of open communication where challenges can be discussed without fear, and solutions can be brainstormed collectively.
* Empowerment: Encourage squads to take ownership of their improvement plans, allowing them to experiment with new approaches and learn from their experiences.

**30-Day Plan:**

* Assessment: Conduct a comprehensive analysis of each squad's current workflow, identifying areas of slowdown and communication barriers.
* Team Workshop: Organize a workshop to openly discuss challenges and gather insights from team members on potential enhancements.
* SLA Review: Evaluate SLAs and align them with realistic timelines and expectations based on the squads' present capabilities.
* Skill Enhancement: Identify areas where squads may require additional skills and provide targeted training or resources to fill these gaps.

**60-Day Plan:**

* Collaborative Approach: Introduce cross-squad collaboration sessions to share best practices, knowledge, and effective strategies for SLA adherence.
* Analyze and Learn from Data: Implement better tracking mechanisms to collect data on SLA breaches, helping to pinpoint specific areas that need improvement.
* Continuous Feedback Loop: Establish a feedback loop where squad members can regularly share observations, concerns, and suggestions for enhancing efficiency.

**90-Day Plan:**

* Process Refinement: Based on the gathered insights, initiate process adjustments to streamline workflows and address the identified challenges.
* Performance Measurement: Set up clear performance metrics and KPIs for squads, tracking their progress towards improved SLA compliance.
* Regular Review: Schedule periodic reviews to assess the impact of implemented changes, making necessary adjustments as needed.
* Recognition and Celebrations: Acknowledge improvements and celebrate small wins to boost team morale and motivation.