

Name:

Date: 8-5-2021

PROJECT MANAGEMENT NOTES: INTAKE

YOUR CUSTOMER, EMMA (CUSTOMER - NEW HIRE) SHARED:

I think evidence showing a reduction of time to get set up as an in-home remote worker. Getting your office set up with the necessary collaboration tools is critical for in-home remote workers. Today it's unnecessarily time-consuming. We'd rather focus our time learning about our job, team, and peers. Although, managers, like RYAN, might have a different perspective. You should check with him too!

YOUR STAKEHOLDER, RYAN (MANAGER - NEW HIRE) SHARED:

As a manager of remote in-home workers, my greatest concern is the unusually long ramp up time required for office set up. According to recent survey data from Jett's team, it can take these new workers 8x as long as traditional employees to successfully navigate and complete the set up process.

Hiring Managers will benefit immediately. Instead of filling gaps in the onboarding process, we can support new hires in learning about their job and delivering key business and performance goals. We want to get them working and this project will allow us to do so more efficiently than ever before!

That would be a serious problem for our team and I'm not sure how we'd solve it. That's something you should ask JETT.

I'm hoping for an easily accessible, online resource with well-maintained links

to content on Inside, Wiki, KNet and Broadcast that decreases the employee set up time. Specifically, our goal is to reduce the set up time for onboarding from 40 to 5 hours over the next six weeks.

We have two goals. First, we are focused on increasing new AWS in-home remote workers worker satisfaction rates by offering a positive and consistent experience at Amazon. Second, we want to accelerate the onboarding process by offering accessible, high-quality resources on Inside, Wiki, KNet and Broadcast.

YOUR SPONSOR, JETT (SPONSOR - BUSINESS OWNER) SHARED:

I would recommend you talk with RYAN to understand our learnings from the survey we just conducted to the remote in home workers.

We received some interesting feedback from the RNHT global satisfaction survey. The data indicates that 75% of in-home remote workers are dissatisfied with the current onboarding resources. Actually, it's been about 12 months since any of that content was refreshed.

This project is a huge business win for AWS. We are seeing an increase in hiring in-home remote workers to support our rapidly growing business. We don't want this employee population to feel frustrated by the onboarding process, and want them to make an impact as quickly as possible. Removing these onboarding roadblocks should lead to increased satisfaction and retention.

As a business, AWS can't afford to ignore this issue much longer. We are seeing a shift in needing to hire remote workers in order to attract and retain talent. Our new in-home remote worker survey data shows that 75% of the respondents are dissatisfied with their onboarding experience because they can't get their office equipment and collaboration tools set up quickly or find accurate information on travel, expense, pay and benefits. Their work is critical to the business, so we need to fix this now.

I think we could end up with a serious retention issue if employees are this dissatisfied. We're trying to grow a business quickly and losing new workers would be a huge obstacle to achieving our goals. We don't have the luxury to continually train new employees if it were to become a revolving door.

Over the next six weeks we'd like to see satisfaction rates increase to 75%. I think this is achievable if we produce a solution with fresh content that includes information on office set-up, collaboration tools, travel and expenses and pay and benefits

While my priority is to provide our new AWS in-home remote workers with a positive and consistent onboarding experience, I think operational efficiency is important too. I've been collaborating with OCTAVIA to see how our new process will decrease ticket volume. You should chat with her when you have a chance.

I did some investigating and discovered that 50% of the pages on Wiki and Inside don't have owners! That's why the content isn't updated regularly. But, there's good news! I just secured an AWS project resource, REESE. She's a User Experience Designer and can act as our Content Writer to keep these pages updated.

YOUR STAKEHOLDER, CONAN (SME - RHNT) SHARED:

We need to do a better job preparing to onboard these type of new workers. I would recommend talking to JETT about the specifics.

HR wants to improve new in-home worker satisfaction and quicker resolution of trouble tickets will help. Octavia's team has been overwhelmed and if we provide the best onboarding content, we can decrease the number of tickets and time spent resolving them, thereby improving the employee onboarding experience.

YOUR STAKEHOLDER, OCTAVIA (SME - TROUBLE TICKETS) SHARED:

My team has been experiencing a ticket overload from the new remote worker population! One of our key objectives is to decrease the number of ticket submissions by 40%. This will give my team more bandwidth to tackle more complicated issues.

It's going to be very difficult for the ticketing team to maintain our SLAs. If we continue to see an increase in tickets from new in-home remote workers all

Amazon employees will experience increased wait times for ticket resolution, which impacts productivity.

We'd like to decrease the number of hours it takes to resolve tickets from new AWS in-home remote hires during the onboarding process.