

Name:

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# 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!*

*Like many other new employees in AWS Commercial Sales, I'm dissatisfied with the quality of onboarding resources. If we're going to keep hiring in-home remote workers at this rate, we need an accessible, high-quality resource to get set up! I'd like to be able to spend majority of my onboarding time learning about my job, the sales strategy and goals for the organization.*

## **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.*

*Our in-home remote workers are very dissatisfied with their onboarding materials. They have to constantly ask questions that should be covered in onboarding resources. Much of the content is outdated or inaccurate, and in*

*the first few weeks of employment they're spending more time hunting for resources to get set up as an employee than ramping up in the job. Recruiting is seeing an upward trend in hiring untraditional workers to fill roles quickly. For AWS, in-home remote workers have been critical to fulfilling our business needs. However, it's clear we need a better onboarding solution to accommodate this hiring shift.*

*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!*

*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.*

*Unfortunately, it's several people! JETT and I just discussed this yesterday. He has a new idea for how to solve this challenge. You should ask him about it.*

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

*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.*

*We have a clear plan for assessing satisfaction. Our team is going to launch a second satisfaction survey to new in-home remote workers and compare that against our current data.*

*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:**

*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.*

*The Trouble Ticketing Team is overwhelmed! We've received a large number of tickets from AWS in-home remote workers. Approximately 60% of those tickets are related to office set-up, tools, and some HR-related processes. We need to dramatically reduce the number of hours it takes to resolve these requests.*

*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.*

*Due to ticket volume, it's taking my team a lot longer to resolve the requests from new in-home remote workers. These delays take 3-5 days to resolve and adds extra hours to their onboarding time.*

*I know that's a very large percentage! Unfortunately, those tickets are the result of a specific technical glitch that only my team can resolve.*