

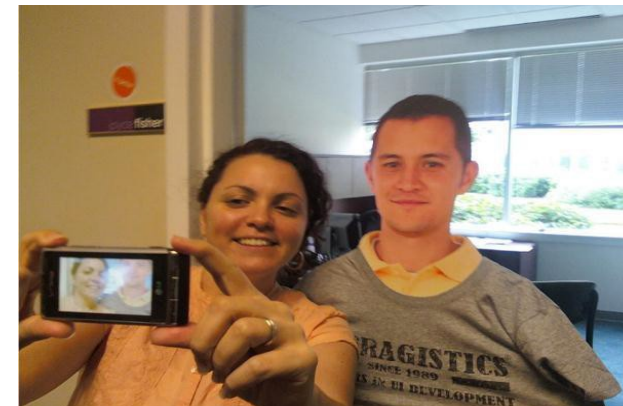
# What are Personas?

- Prototypical archetypes of users, created to represent the different user types within a targeted user demographic
- Provide for a specific and consistent understanding of users groups
  - Real name
  - Representative portrait
  - Distinctive characteristics
  - Mindset
  - Needs and goals
- Provide a human "face" to demographic data, allowing for empathy
- Should be based on user research – not assumptions
- Should be used throughout projects: to **understand** needs, to inform **design** and to identify test users for **evaluation**

Gender	
Female	33.6%
Male	31.1%
Age	
18-34	40.2%
35-54	34.1%
55+	23.2%
Race/ethnicity	
Asian	43.5%
White	33.9%
Black	30.1%
Hispanic	31.0%
Other	6.7%
Income	
<\$50K	25.4%
\$50K-\$99,999	36.0%
\$100K+	40.1%
Marital status	
Married	33.0%
Unmarried	31.9%
<b>Total</b>	<b>32.5%</b>
Source: Morpace, "Online coupon sites offer increasing opportunities for retailers," March 1, 2011	
127977	www.eMarketer.com



Too abstract to be able to empathize with users



Concrete enough to allow empathizing with users

# Honeywell Employee Personas – Overview

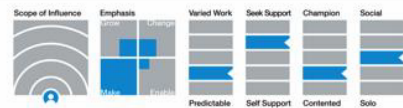


Adela

"I like what I do, appreciate a clean place to work and take pride in my ideas. I had fourteen implemented last year - that felt good."

## Goals

- Complete my work on time and to specifications, and submit ideas to improve productivity and get recognized
- Advance to my next level, learning multiple lines and processes
- Contribute to Tier 1 meetings, SS, visual workspace to help my plant gain and maintain HOS status



## Typical Day



Honeywell



Avi

"I feel very proud to be at Honeywell, I'm inspired when I see people recognized for ideas and I want to be respected for mine."

## Goals

- Quickly understand how my goals align to the company vision, so I can grow with the company
- Use my time designing, testing and working with other specialists
- Enable the highest quality, most error-free design and execution for our world-class customers



## Typical Day



Honeywell

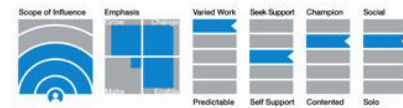


Tina

"I want to get to know my people, help them grow and enable them to enable our business."

## Goals

- Ensure my team and processes align to breakthrough objectives
- Remove blocks for my team to make sure they are productive
- Help my people grow, providing opportunities to build knowledge across regions, slating top people for their next role



## Typical Day



Honeywell

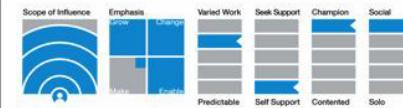


Li Min

"We have meaningful investment here. I have a unique perspective to coordinate across functional areas and businesses to add value."

## Goals

- Be a true business partner, spending less time on admin tasks and more time with people to understand and anticipate needs
- Attract, retain, train and slate talent to compete effectively
- Deliver right and fast end to end services to enable growth, helping employees get productive as fast as possible



## Typical Day



Honeywell



Anna

"I get a high volume of calls, emails, Lync chats and juggle a lot of calendars. I multi-task, so need tools to keep up with me."

## Goals

- To be known as providing fast, efficient service to executives and team members
- Be the gate keeper based on direction from my manager,
- Enable others to be productive, anticipating needs and coordinating across teams and schedules



## Typical Day



Honeywell



Frank

"I'm well connected in my function, and I like to be the 'go to' person. I have my network of 'HR people', but want easy self service."

## Goals

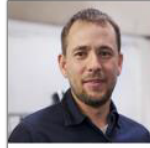
- Ensure production hums along smoothly, maintaining relationships with internal clients and external suppliers
- Drive down cost and manage working capital, forecasting and negotiating and continuously improving our process
- Build my expertise to develop processes for high growth regions



## Typical Day



Honeywell

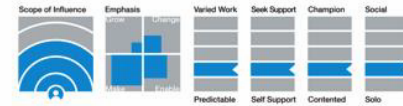


Glen

"I love working in the field - the varied settings, cultures, building relationships with customers, and I want to feel I'm part of Honeywell."

## Goals

- Make a good living for my family, beyond cost of living, by advancing skills and career, learning from mates in the field
- Provide the best service in the industry to our customers, as the face of Honeywell, and feel respected for doing so
- Make time to get more business, building relations with customers



## Typical Day



Honeywell

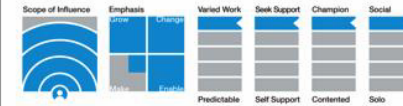


Ellen

"Leadership impact, communication, development opportunities - all things I need to monitor to figure out what we can do better."

## Goals

- Hit key financial targets, reviewing dashboards for insights, communicating with executive peers, into cross-functional teams
- Champion major company initiatives such as HUE, HOS, VPD and lead STRAP, AOP, MRR, MOS and other management processes
- Successfully integrate supporting cross-functional leaders



## Typical Day



Honeywell



# Adela

Front line producer, process improver

“ I like what I do, appreciate a clean place to work and take pride in my ideas. I had 14 Kaizen ideas implemented last year - felt good. ”

## Goals

- Complete my work on time and to specifications, and submit ideas to improve productivity and get recognized
- Advance to my next level, learning multiple lines and processes
- Contribute to Tier 1 meetings, 5S, visual workspace to help my plant gain and maintain HOS status

## Typical Day

Times of Continuous Work or Meetings



Times of Access to Digital Support

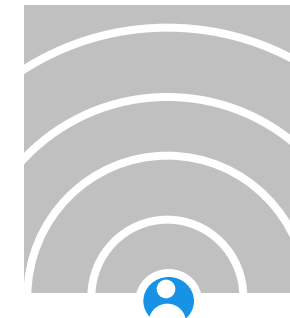


HOME

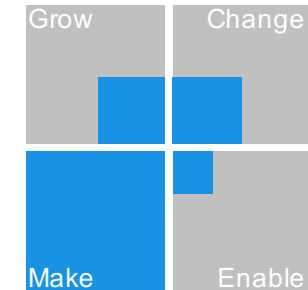
WORK FACILITY

HOME

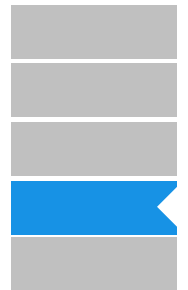
Scope of Influence



Emphasis

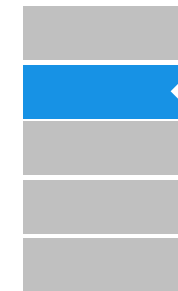


Varied Work



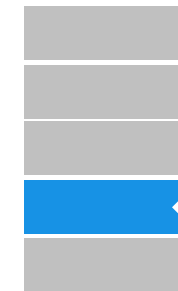
Predictable

Seek Support



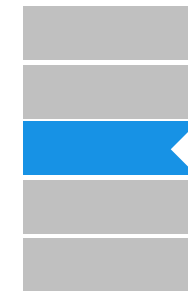
Self Support

Champion



Contented

Social



Solo

**Honeywell**

THE POWER OF **CONNECTED**



# Adela

Front line producer, process improver

“Managers can be unaware of problems. If they stop by, I can help.”

## Attitudes

- I want timely communication, visible and aware supervisor
- Don't give tools and systems that slows me down
- I need a clean, safe workplace and treated well
- I want to learn on the job
- I'm 3rd shift, but need HR too

## A Day In My Life

I start my shift by clocking in. I attend the Tier 1 accountability meeting, review status of my area with a third shift team member, do a 5S review and start my shift using a checklist. Often jobs are still in progress and I need to begin a third job, so pull up standard work instructions. I'll determine parts and materials needed, then go to a group to get what I need. I continuously monitor and move jobs in the cell.

## Primary People & Tools

- Human Resources
- Generalist and HR walk-up window
- Team Leader
- Physical bulletin boards
- SAP and e-Shop
- Rapid Problem Solving
- Kiosk for self service
- SkillMetrix for competency
- MOVEIT

I walk back and forth to my workstation to enter information into e-Shop every time I check material or move to a step in the process. Each time I refer to standard work instructions and log all activity into e-Shop. I clock in and out for meals. I just realized I need to complete a mandatory training. I asked my supervisor to use 15 minutes later in my shift to complete it, then I'll take the Honeywell bus home.



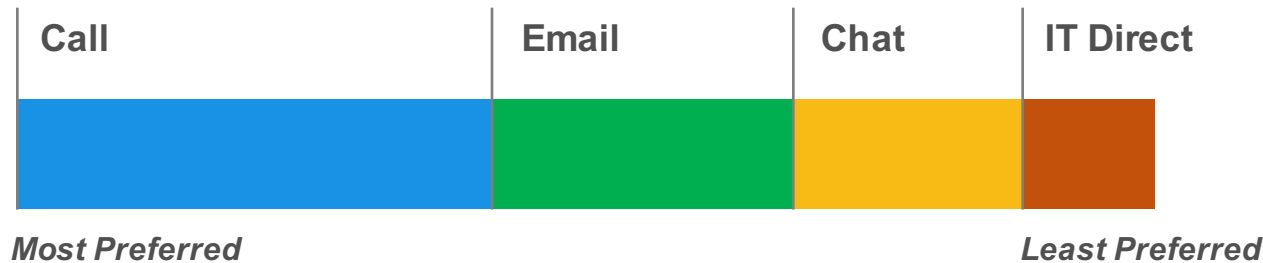


# Adela

Front line producer, process improver

“Not every day is the same for me, at end of month it's busy to get the target numbers done.”

## Preferred Channels to reach IT Service Desk



## Problem areas

- LDAP (account related support)
- Hardware ( Laptop, printer, desktop, Accessories)
- Application support (SAP, MS office, Outlook)
- Network & Security support (VPN, Adobe, Airwatch, McAfee, Cross domain apps)

## Delight Factors & Why

- **Quick Fix** – I don't want to waste time on follow-ups emails, phone calls
- **Extended support** – I work on weekends, when there is no support
- **Tool Specific support** – I often face issues with SAP
- **Better Documentation** – I am not tech savvy, better documentation helps me to understand and solve small issues myself



# Avi

Deadline-driven, focused expert

“ I’m proud to be at Honeywell and inspired by the recognition of people’s ideas. I want to advance by aligning my skills to the business vision. ”

## Goals

- Quickly understand how my goals align to the company’s vision, so I can grow with the company
- Use my time to work instead of focusing on administrative tasks
- Enable the highest quality, most error-free deliverables for internal clients and our world-class customers

## Typical Day

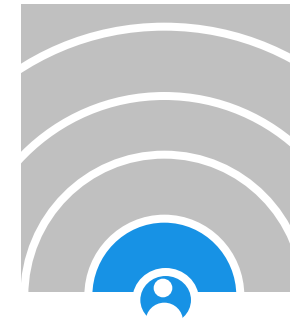
Times of Continuous Work or Meetings



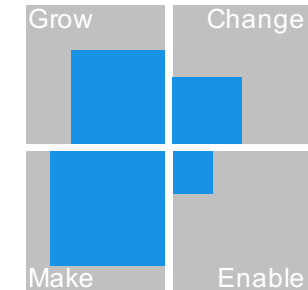
Times of Access to Digital Support



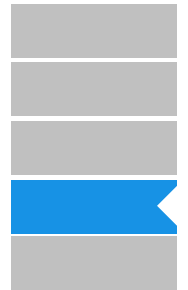
Scope of Influence



Emphasis



Varied Work



Predictable

Seek Support



Self Support

Champion



Contented

Social



Solo

**Honeywell**

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# Avi

Deadline-driven, focused expert

“ I need to be focused on my work, not understanding internal apps and where to go for information I need to do my job. ”

## Attitudes

- It took a lot of schooling and experience to get here, so I want to advance
- My work is my playground; admin steals time from that
- I want personalized training
- I have a lot of deadlines

## A Day In My Life

It took a while for me to get used to Honeywell when I started after working for a smaller company. Honeywell is very complex and there were many processes and acronyms to learn. We still have so many places to go online. I want one place. Yesterday I was looking for a document and could not find it, so I had to email a project manager who emailed me a link. This morning I attended a tier meeting and this afternoon I have project meetings. I will have some dedicated time to

## Primary People & Tools

- |                              |                       |
|------------------------------|-----------------------|
| • Work-specific software     | • HR Direct, HPD, SAP |
| • Intranet                   | • Mobile device       |
| • Sharepoint                 | • MOVEIT              |
| • Outlook, Skype, MS-Project | • Silverlight         |
| • Visio, Adobe,              | • Cisco               |
| • SyncToy                    |                       |

HPD = Honeywell Performance and Development

work, but often jump from project to project and meeting to meeting. I support a lot of internal clients, so effective project management is critical to know milestones and my deliverables.

I have some mandatory training to clear off this afternoon and I'm trying to get into Honeywell User Experience training. I'm also finishing my Green Belt project. I chose a project for certification that leverages work I'm already doing.

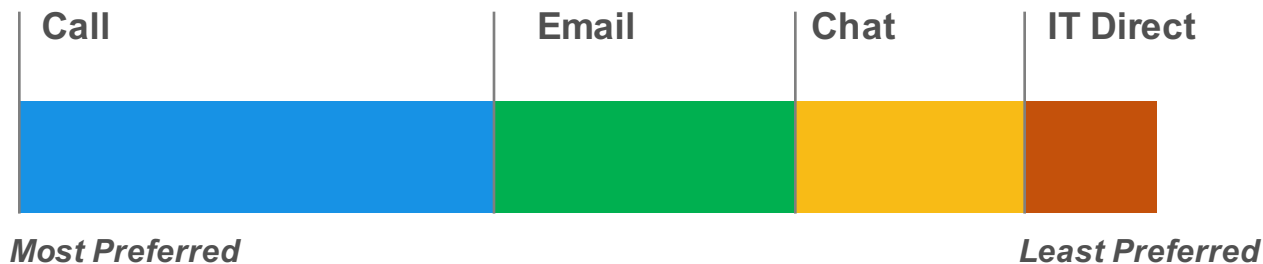


# Avi

Deadline-driven, focused expert

“I love to learn the details about how the fix worked.”

## Preferred Channels to reach IT Service Desk



## Problem areas

- LDAP (account related support)
- Service now (complicated & confusing)
- Hardware (Laptop, printer, desktop, accessories, order management & tracker)
- Application support (SAP, MS office, Outlook, SyncToy, Windows apps)
- Network & Security support (VPN, Adobe, Airwatch, McAfee)

## Delight Factors & Why

- **Updated KB articles** – I can solve most of the issues by myself through Knowledge Base articles; I need KB articles to be up-to-date
- **Best in class infrastructure** – I am tech savvy and need the latest & newest devices that support new technologies
- **Quick Turnaround** – I work on tight deadlines and any delay impacts my deliverables
- **Tool Specific support** – I work with a lot of new development languages and tools





# Tina

Team manager, advocate

“I want to get to know my people, help them grow and enable them to enable our business.”

## Goals

- Ensure my team and processes align with breakthrough objectives
- Remove blocks for my team to make sure they are productive
- Help my people grow, providing opportunities to build knowledge across regions, slating top people for their next role

## Typical Day

Times of Continuous Work or Meetings



Times of Access to Digital Support

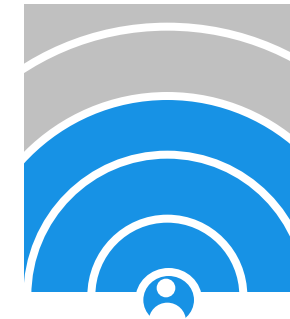


HOME

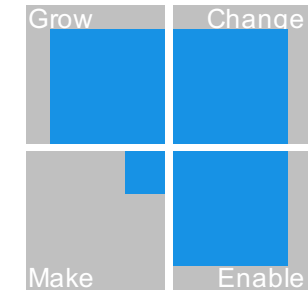
OFFICE

HOME

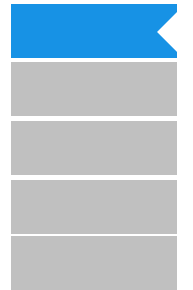
Scope of Influence



Emphasis

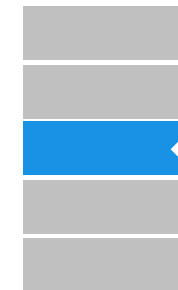


Varied Work



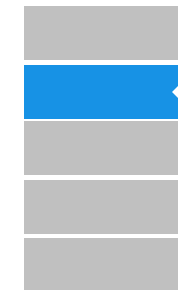
Predictable

Seek Support



Self Support

Champion



Contented

Social



Solo

**Honeywell**

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# Tina

Team manager, advocate

“ I feel like I’m learning our processes by trial and error. I need consistent, proactive Human Resources and Information Technology services. ”

## Attitudes

- I want to help my people grow so they don’t go
- I want bite-sized learning opportunities - 2 hours or less
- I’ll work extra hours, but need undisturbed time with family
- Give me consistent contacts and easy processes for my team to focus on business

## A Day In My Life

I understand that time is money, and it is critical for my team to be proactive and accurately service internal customers. I lead by example. I worked from home for a few hours last night after work and missed my son’s game.

Today I have two face 2 face meetings and a few “ride-along” Skype meetings, including my team members. I want them to gain insights into day-to-day issues and processes across regions. In some instances my

## Primary People & Tools

- Several HR contacts
- Inside Honeywell
- HR Direct, HPD, GCP
- Salesforce, Sharepoint
- Microsoft Office, Outlook, Skype
- Smartphone

HPD = Honeywell Performance and Development  
GCP = Global Compensation Planning

team members are promoted into roles in other businesses. I see that as a win for Honeywell.

I’m jotting notes right now, as I often do throughout the year, to capture feedback for development of my team. I’m also looking into Honeywell User Experience training for my people, online or in person, 2 hours or less is best.

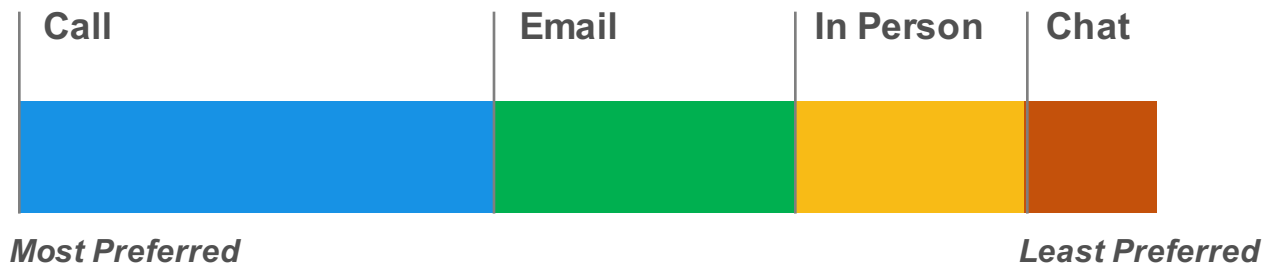


# Tina

Team manager, advocate

“Traveling with heavy laptops doesn't help. Phone is important too. Don't change my equipment!”

## Preferred Channels to reach IT Service Desk



## Problem areas

- New hire account setup, LDAP (account related support)
- Mobile device support, Email migration, PKI certificates, USB r/w access share drive access
- Hardware ( Laptop, printer, desktop, Accessories, order management & tracker)
- Application support (SAP, MS office, Outlook, VPN)
- Network & Security support ( VPN, Adobe, Airwatch, McAfee)

Honeywell Internal

## Delight Factors & Why

- **Expects solutions for her team** – Being a manager, I want to solve my team members' blockers
- **Needs on call/site support** – Most of the time I am traveling and attending meetings
- **Smart ticket tracker** – I look for proactive follow-ups and better ticket tracking and management
- **Quick problem solving** – I don't need details and expect things to work without trouble
- **Time is crucial** – I don't need latest or greatest devices as long as my job gets done



# Glen

Remote in the field, face of Honeywell

“ I love working in the field – the varied settings, cultures, building relationships with customers, and want to feel that I’m part of Honeywell. ”

## Goals

- Make a good living for my family, beyond cost of living, by advancing skills and career, learning from mates in the field
- Provide the best service in the industry to our customers, see myself as the face of Honeywell and feel respected
- Make time to get more business, building relations with customers

## Typical Day

Times of Continuous Work or Meetings



Times of Access to Digital Support

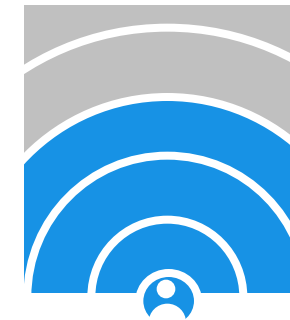


HOME

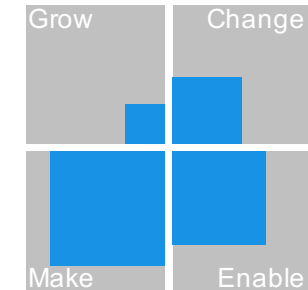
FIELD

HOME

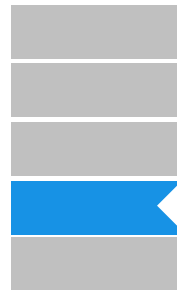
Scope of Influence



Emphasis

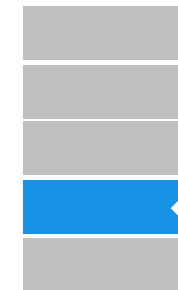


Varied Work



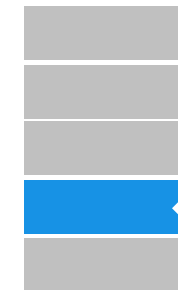
Predictable

Seek Support



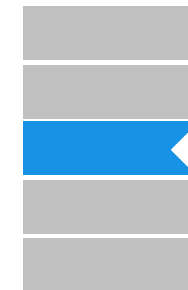
Self Support

Champion



Contented

Social



Solo

**Honeywell**

THE POWER OF **CONNECTED**





# Glen

Remote in the field, face of Honeywell

“ There are things that go on and I don’t hear about it, because I’m not at a static site where those sort of things are communicated. ”

## Attitudes

- I want myself and colleagues to be paid fairly
- I need to be more connected to Honeywell not isolated
- I love the variety of my work
- I need tech to work reliably from home and in the field

## A Day In My Life

Last night, after a long day of work, I signed into VPN at home then checked my email for work orders and other updates. I do this each evening from home since I don’t have good Internet access during the day.

This morning I printed information at home, then drove to the university for my first client. I really like the university environment — clean, lots of energy. Now I’m trying to get Skype working for a call from home, but voices keep breaking up.

## Primary People & Tools

- Customer-facing
- Internet and VPN (at home)
- Cell phone (no work data)
- Printer (at home)
- Field tools

I’m on call outs tonight so won’t see my family until morning. Tomorrow night I have a monthly meeting with my supervisor and team. HR will be there. I have concerns to raise about fairness of pay. I’m hoping they’ll listen and follow up. I find it hard to easily get a hold of help when I need it, partly because of my schedule. HR set up a Honeywell Consultation Forum over here. We elect someone to go to that, but I usually don’t hear anything from it.

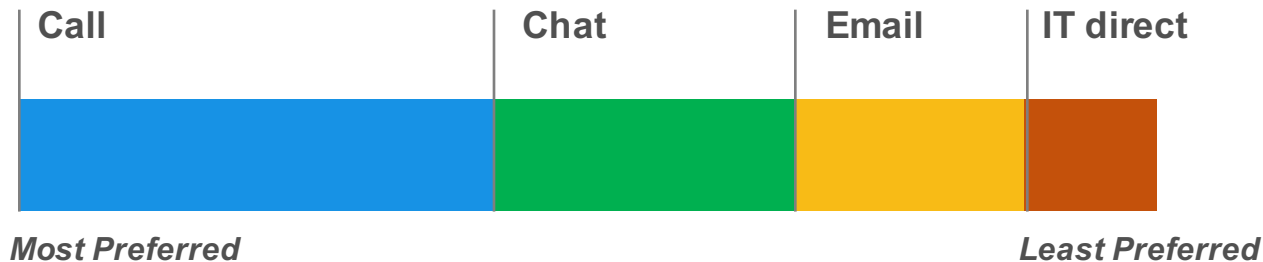


# Glen

Remote in the field, face of Honeywell

“ I want people to understand that I am with a customer and need to get things fixed. ”

## Preferred Channels to reach IT Service Desk



## Problem areas

- Mobile device support
- Hardware (Laptop, printer, Accessories)
- Application support (MS office, Outlook)
- Network & Security support (VPN, Airwatch, McAfee)
- LDAP (account related support), new hire account setup

## Delight Factors & Why

- **Effective ways to access documents** – I need to assess customer support systems and carry support documents
- **Act with urgency** – I need someone who can help me right away
- **Reduced wait time** – I am front facing the customer and so waiting time creates pressure. Routing support calls to somebody else is not satisfying and takes too much time
- **Better connectivity** – As my job demands to work outside office space



# Ellen

Executive influencer, relationship-builder

“ I just want things to get fixed means fix quickly, fix right. ”

## Goals

- Hit key financial targets, reviewing dashboards for insights, communicating with executive peers, into cross-functional teams
- Champion major company initiatives such as HUE, HOS, VPD and lead STRAP, AOP, MRR, MOS and other management processes
- Successfully integrate supporting cross-functional leaders

## Typical Day

Times of Continuous Work or Meetings



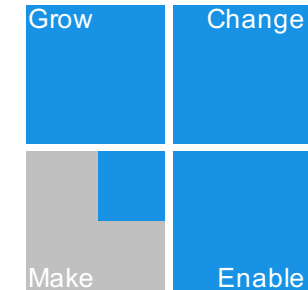
Times of Access to Digital Support



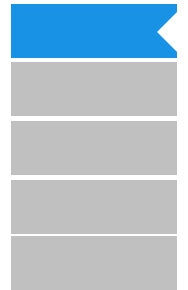
Scope of Influence



Emphasis

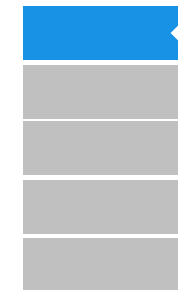


Varied Work



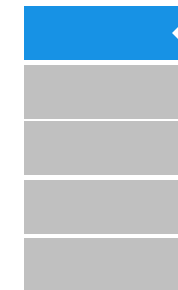
Predictable

Seek Support



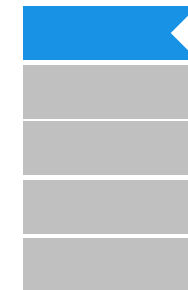
Self Support

Champion



Contented

Social



Solo

**Honeywell**

THE POWER OF **CONNECTED**



# Ellen

Executive influencer, relationship-builder

“ I need to spend time on building business, not on inefficient processes. ”

## Attitudes

- I need HR to be a true partner to build the right teams
- I want to know my org leaders to build enabling relationships
- I have great people and want to plan succession well
- I travel 60% — a lot — I need faster, personal service

## A Day In My Life

My day often begins by checking email from home. This morning I got a request to pull metrics together for a business leader - needs to be completed by noon. I emailed a team member to delegate, scheduled a 10am call to review and checked my calendar for the day — all on my iPhone before my commute.

I have 8 meetings, some remote and some face to face. I review progress, give constructive feedback, remove barriers and request

## Primary People & Tools

- Administrative Assistant
- Microsoft Office, Outlook, Skype, Onedrive , SAP
- HPD, GCP
- MRR tools
- X-Matrix and other HOS tools
- Smartphone

HPD = Honeywell Performance and Development

GCP = Global Compensation Planning

HOS = Honeywell Operating System

follow ups. I'll meet with my assistant for 15 minutes on pending approvals, email and schedules, and to review an itinerary for a council meeting in the UK tomorrow. I leave in the morning, so I've downloaded documents to my laptop and sent emails to key team members requesting information by 11 AM so I can finish a presentation on the plane. I'm also preparing for bi-annual MRR and MOR meetings.



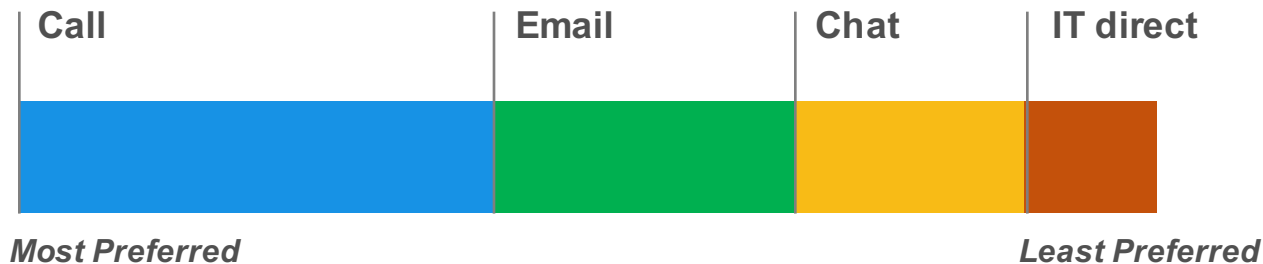


# Ellen

Executive influencer, relationship-builder

“ I just want things to get fixed – fix quickly; fix right. ”

## Preferred Channels to reach IT Service Desk



## Problem areas

- Mobile device support
- Hardware ( Laptop, Accessories)
- Application support (MS office, Outlook), Skype
- Network & Security support ( VPN, Airwatch, McAfee)
- LDAP (account related support), New hire account setup

## Delight Factors & Why

- **Cutting edge devices** – Although I may not utilize all features, devices project status in meetings
- **Effective communication tools**– I need up-to-date devices and tools to cover simple needs
- **Quick problem solving** – I don't need details and expect things to work without issues
- **Needs on call/site support** – As most of the time I am traveling and attending meetings



# Anna

Tenacious enabler, gate keeper

“ I get a high volume of calls, emails, Skype chats and juggle with lot of calendars. I multi-task, so need tools to keep up with me. ”

## Goals

- To be known for providing fast, efficient service to executives and team members
- Be the gate keeper based on direction from my manager
- Enable others to be productive, anticipate needs and coordinate across teams and schedules

## Typical Day

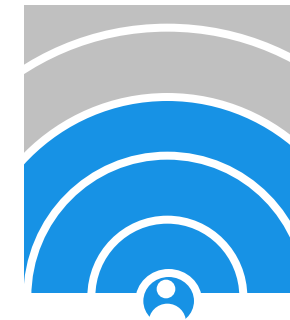
Times of Continuous Work or Meetings



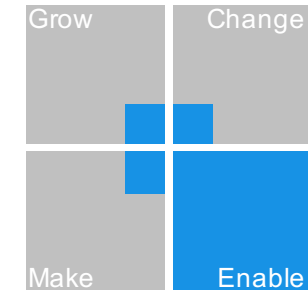
Times of Access to Digital Support



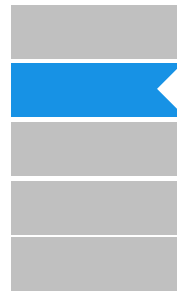
Scope of Influence



Emphasis

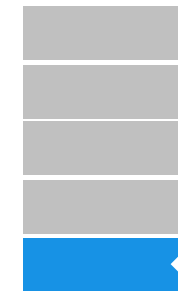


Varied Work



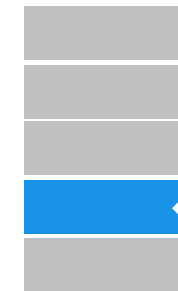
Predictable

Seek Support



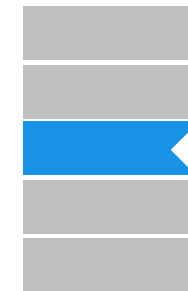
Self Support

Champion



Contented

Social



Solo

**Honeywell**

THE POWER OF **CONNECTED**



# Anna

Tenacious enabler, gate keeper

“ I dig for information too much and can't see my manager's calendar on my phone. We are a technology company, so why is that so hard? ”

## Attitudes

- I enjoy change, variety, new challenges
- I don't give up. I find or create a way to get things done
- I always look to save time

## A Day In My Life

I left the office late last night, with a long list of things to do in the morning. Once I got home, I received an urgent call from my manager that her car did not arrive to pick her up on the road. I called the company and was patched to the driver to guide her to the right place using Google maps and Outlook.

The following morning, my manager returned with several letters to write from the trip and a multi-leg expense report to submit. While working on this I received no less than 10 calls — 3 required that I interrupt my

## Primary People & Tools

- Vendors: Deloitte, Fragomen
- Microsoft Office, Outlook, Skype
- Concur
- SAP

manager and patch her in from my land-line. I then brought a lunch back from the cafeteria. While eating lunch and working, several team members stopped by to check on a purchase order. SAP was slow and crashed twice so I said I would check at lunchtime and email them with status later. I jotted that down on my to-do list that I haven't started yet, then someone stopped by to ship a package.



# Anna

Tenacious enabler, gate keeper

“ I have a lot of pressure to get things done and work a lot on documents. ”

## Preferred Channels to reach IT Service Desk



## Problem areas

- Mobile device support
- Hardware (Laptop, printer, desktop, Accessories)
- Application support (MS office, Outlook, Skype)
- Network & Security support (VPN, Adobe, Airwatch, McAfee)
- LDAP (account related support)

## Delight Factors & Why

- **Act with urgency** – I support very busy leaders hence I expect immediate help
- **Expect solutions** – Being an assistant I find solutions for my manager. I don't care about the reasons but just the solutions
- **Effective communication tools** – I need up-to-date devices and tools to cover simple needs



# Li Min

Business partner, multi-tasker

“ We have a meaningful investment here. I have a unique perspective to coordinate across functional areas and businesses to add value. ”

## Goals

- Be a true business partner, spending less time on admin tasks and more time with people to understand and anticipate needs
- Attract, retain, train and slate talent to compete effectively
- Deliver right and fast end to end services to enable growth, helping employees get productive as fast as possible

## Typical Day

Times of Continuous Work or Meetings



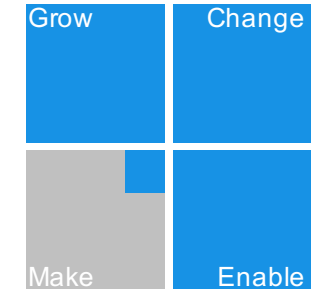
Times of Access to Digital Support



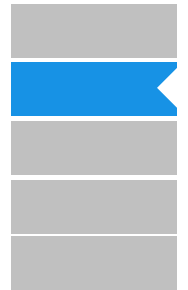
Scope of Influence



Emphasis

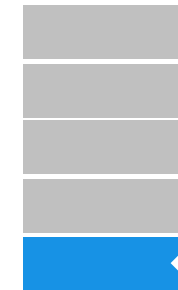


Varied Work



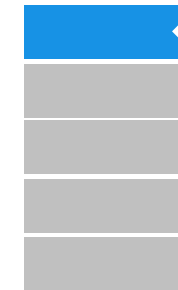
Predictable

Seek Support



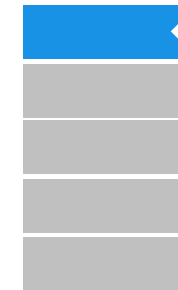
Self Support

Champion



Contented

Social



Solo

**Honeywell**

THE POWER OF **CONNECTED**

# Li Min

Business partner, multi-tasker

“ In a high growth region competitors are fast, have better bargaining power, and offer more earning potential to hire our people away. ”

## Attitudes

- If I can't find good resources for on-boarding, I create them
- I help our people and our business grow by aligning talent to business needs
- I enable one Honeywell by moving people across businesses
- I need real-time data in the way my business asks for it

## A Day In My Life

I got about 350 emails yesterday. I am responsible for 1,200 people as their primary Human Resources contact. I try to respond to people within 24 hours — at least let them know I got their message. I want to be proactive, sharing time face to face with people to understand and anticipate needs, especially since I work with people across different businesses with different priorities. For instance, I was just working with

## Primary People & Tools

- HR Analytics, HPD, GCP, PES
- Microsoft Office, Outlook, Skype
- MRR tools, reports
- NEO portal
- Sharepoint and shared drives

HPD = Honeywell Performance and Development

GCP = Global Compensation Planning

PES = PeopleSoft

MRR = Management Resource Review

NEO = New Employee Orientation

a business to find a band 4 opportunity, but was told, “We have no band 4 available.” I have to be pragmatic.

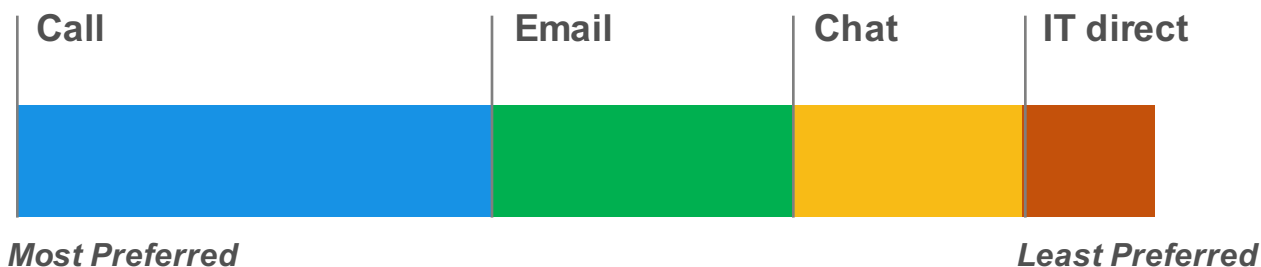
Today I'm trying to focus on a Management Resource Review, gathering data from multiple systems —the process is slow. This afternoon I have to help a manager create a requisition since it's not as easy as it could be for them.

# Li Min

Business partner, multi-tasker

“ My focus is on HR, I need IT to support me in time-critical things. ”

## Preferred Channels to reach IT Service Desk



## Problem areas

- HR Direct, HPD, GCP, Peoplesoft
- Mobile device support
- LDAP (account related support), New hire setup
- Hardware (Laptop, Accessories)
- Application support (MS office, Outlook), Skype
- Network & Security support (VPN, Airwatch, McAfee)

Honeywell Internal

## Delight Factors & Why

- **Better Documentation** – I don't have deep technical skills so I get frustrated with technology at times. I need detailed and clear documentation for troubleshooting problems
- **Keep system running** – I am happy as long as the basic things work. I need support around typical issues since I don't do things outside the normal range
- **Quick problem solving** – I expect things to work without issues and prefer onsite support



# Frank

Constantly connected, financially-focused

“ I’m well connected in my function, and I like to be the ‘go to’ person. I have my network of ‘HR people’, but want easy self service.”

## Goals

- Ensure production hums along smoothly, maintaining relationships with internal clients and external suppliers
- Drive down cost and manage working capital, forecasting and negotiating and continuously improving our process
- Build my expertise to develop processes for high growth regions

## Typical Day

Times of Continuous Work or Meetings



Times of Access to Digital Support



HOME

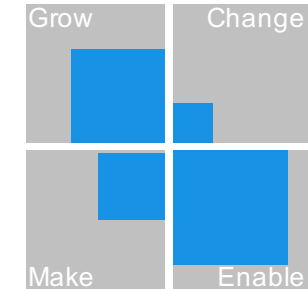
OFFICE

HOME

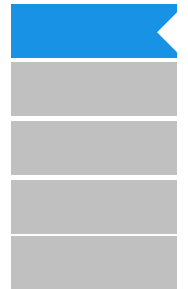
Scope of Influence



Emphasis

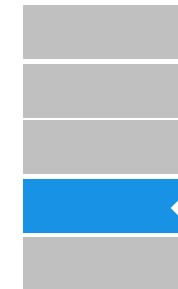


Varied Work



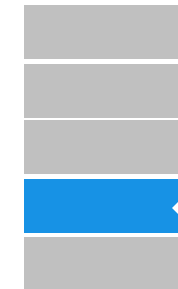
Predictable

Seek Support



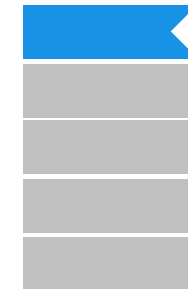
Self Support

Champion



Contented

Social



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# Frank

Constantly connected, financially-focused

“ I need to be prompt and accurate so I need fast, accurate tools to pull up contracts, timely pricing and other information. ”

## Attitudes

- I'm great at forecasting and responding to changes
- People rely on me and if I make a mistake, productivity halts
- I can't turn work off over the weekends or holidays
- I don't use a desk phone, I use Skype so if it goes down...

## A Day In My Life

This morning I had a meeting with a team in China to review a contingent labor process that works in the United States, but not there. I then had a meeting with two suppliers to discuss new pricing and to set up a Master Services Agreement. I'm working 10 hour/day and get a lot of action requests through email. I struggle a bit to keep up with all of them. I use external sites, including search engines quite a bit. I wish

## Primary People & Tools

- Supplier contacts
- SAP and Fieldglass
- Microsoft Office, Outlook, Skype, Onedrive
- GCP
- Sharepoint
- e-Auction application
- Smartphone
- ADONI, Salesforce

GCP = Global Compensation Planning

ours “knew me” like some do. I spend about 2-3 hours per week on our Intranet. This afternoon I'm conducting an e-Auction that we've been leading up to for a few weeks. Tomorrow I'm traveling, which I do about 20-30% of the time. I had a laptop go down for an entire weekend. There was no immediate way to get it fixed. It was really painful for me and my team. I have a tougher laptop now.

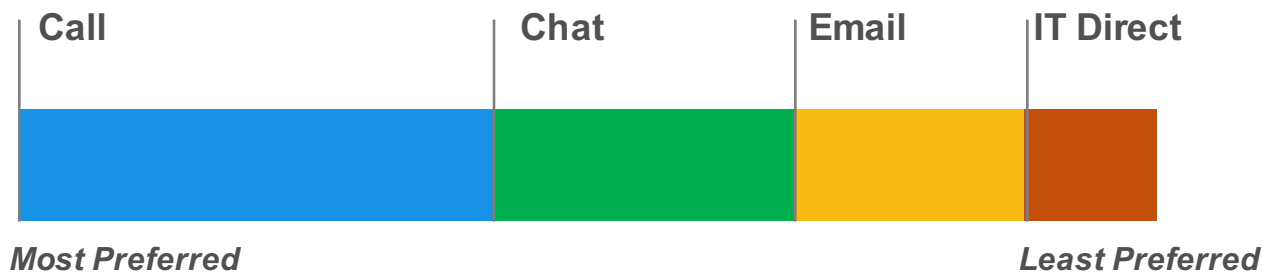


# Frank

Constantly connected, financially-focused

“ I am happy to use a 20 year old system as long as it gets the job done. If it gets disrupted, it causes stress.”

## Preferred Channels to reach IT Service Desk



## Problem areas

- Credit card reader, Mobile device support
- Hardware (laptop, printer, desktop, accessories, order management & tracker)
- LDAP (account related support), new hire account setup
- Application support (SAP timesheet, MS office, Outlook, VPN)
- Network & Security support (VPN, Adobe, Airwatch, McAfee)

## Delight Factors & Why

- **Help to optimize** – I am good at understanding and optimizing processes in my areas. I need IT to help me accomplish this technically
- **Self support tools**– I need troubleshooting methods, docs, videos, and live chat to solve issues like the printer, skype, outlook
- **Extended support** – I work on weekends and outside office hours when no support people are present
- **Quick fix solutions**– I don't need details, I expect things to work without issues