



Round Table

Process vs Tools

Jagmohan Singh Chawla, SAP
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PUBLIC



Partner logo

Agenda

You will be divided into 3 teams

Each team will be given a Task

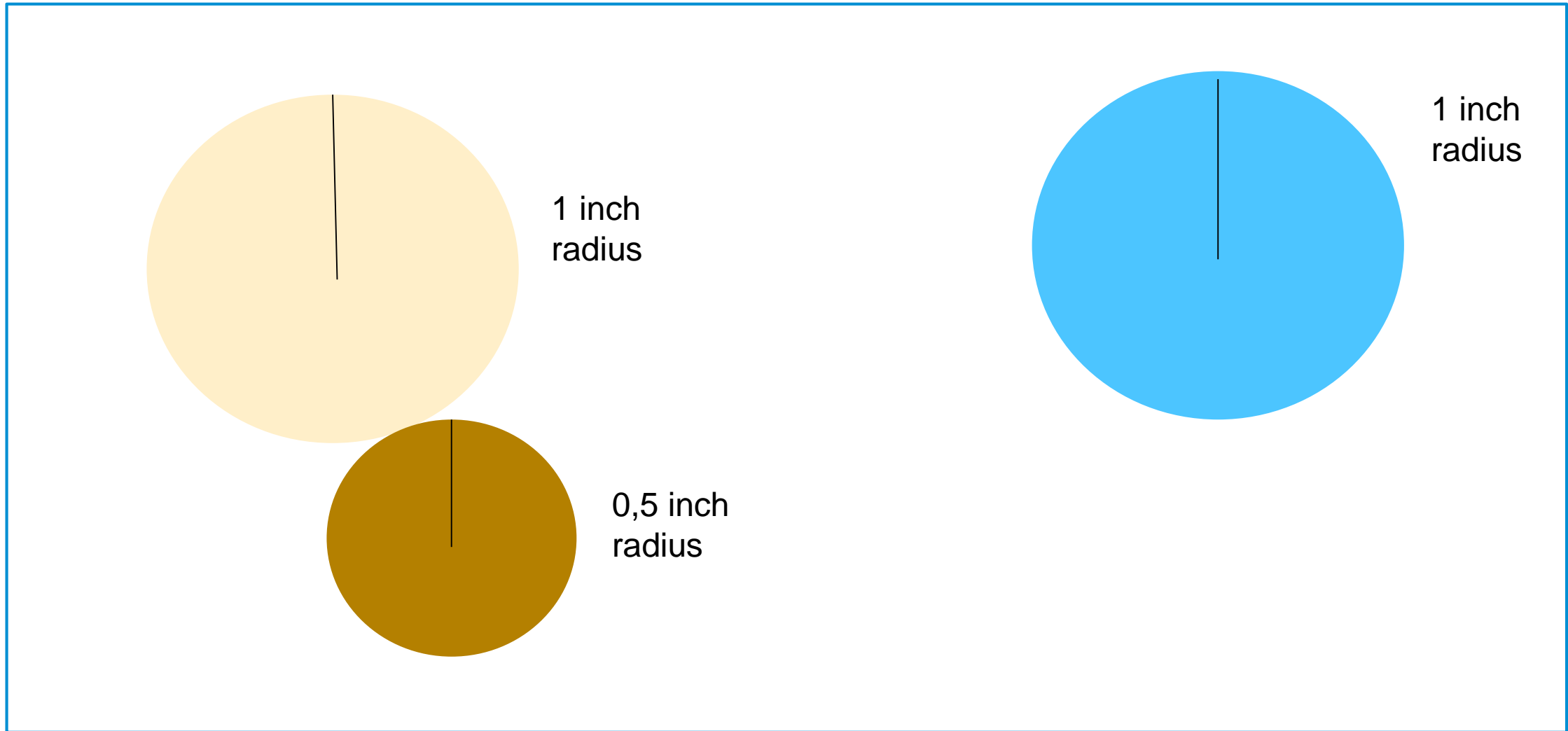
Each member of the team will be given role description and instructions. Please follow the instructions to get the task done

You will be given 10 minutes to complete the Task.

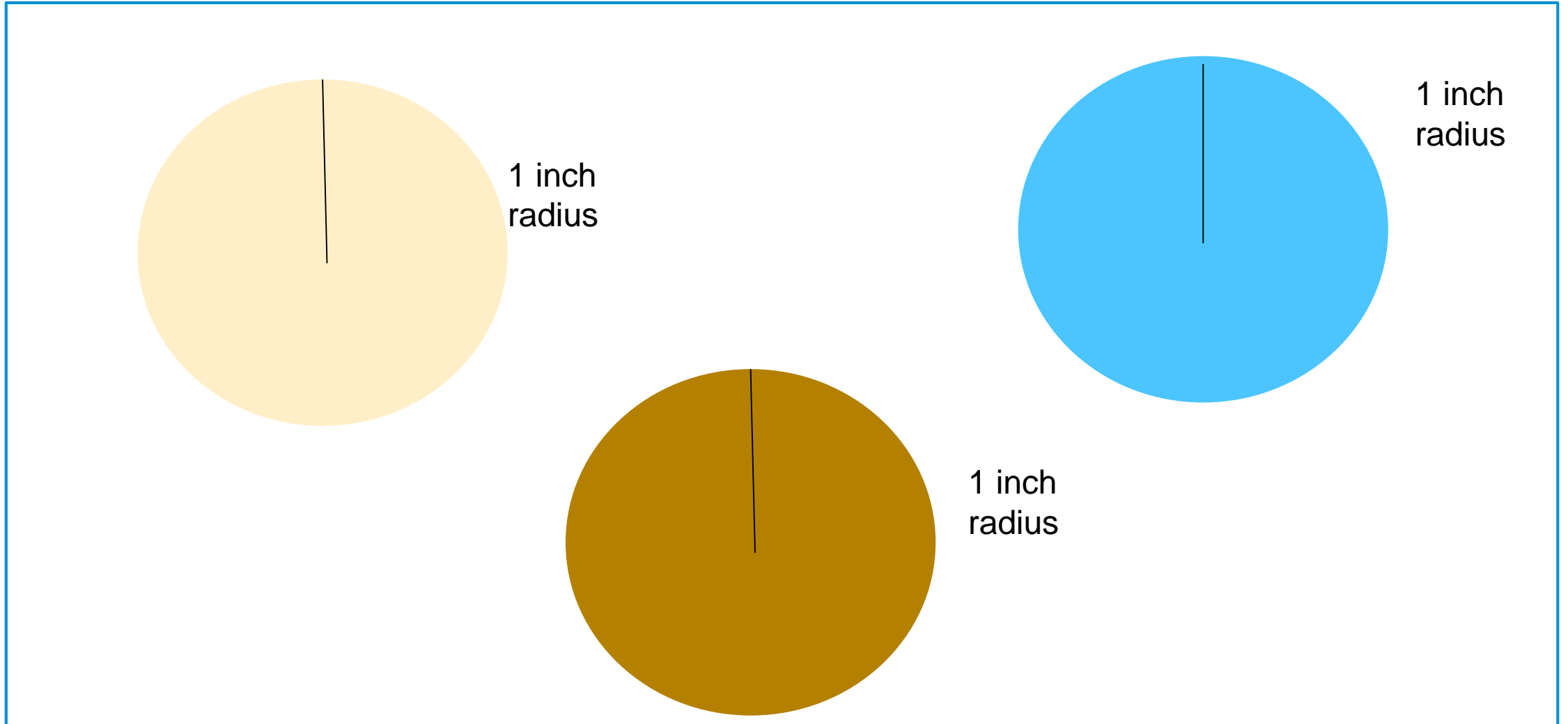
Each team will be assigned observers.

The observers will summarize the team activities in 2 minutes after the end of exercise

The End Objective



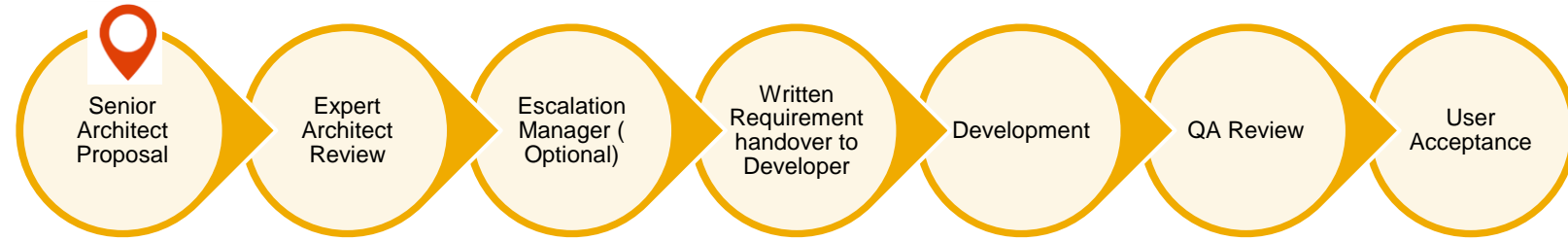
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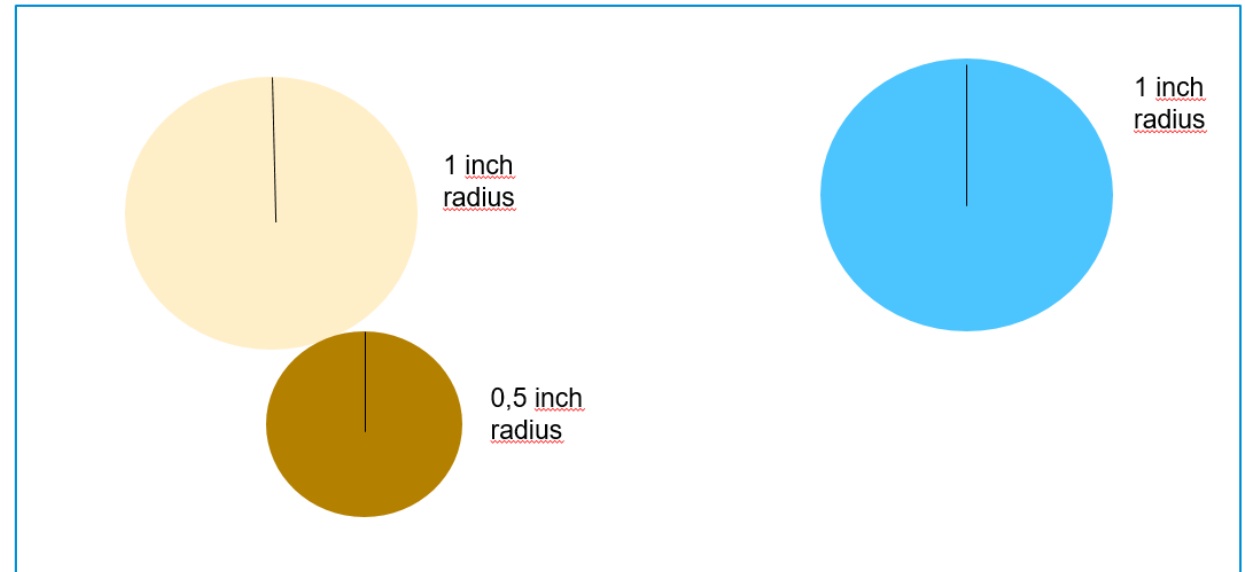
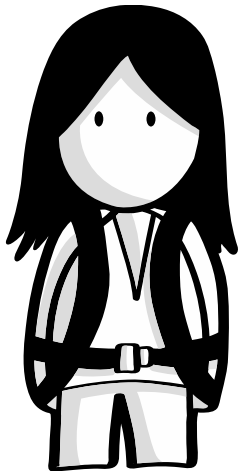
Role Descriptions – Team A



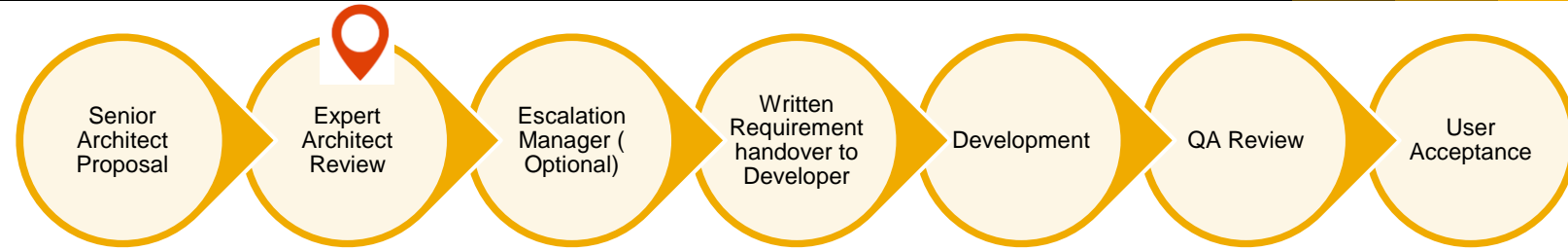
Senior Architect



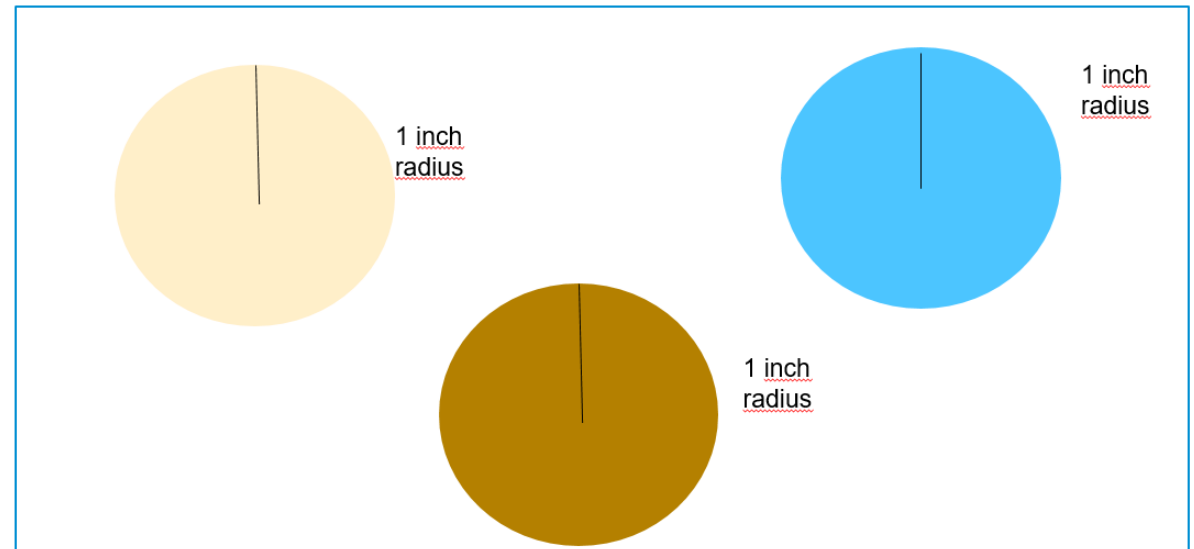
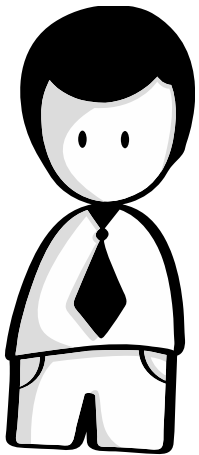
You are a senior architect. You need your team to develop this. Please note that you are required to align with an Expert architect and his decision will be final. You can only describe this to your team members and not show this printout directly. However you can take a Photo of the diagram in a mobile device and use it for discussions



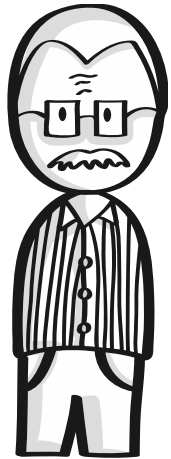
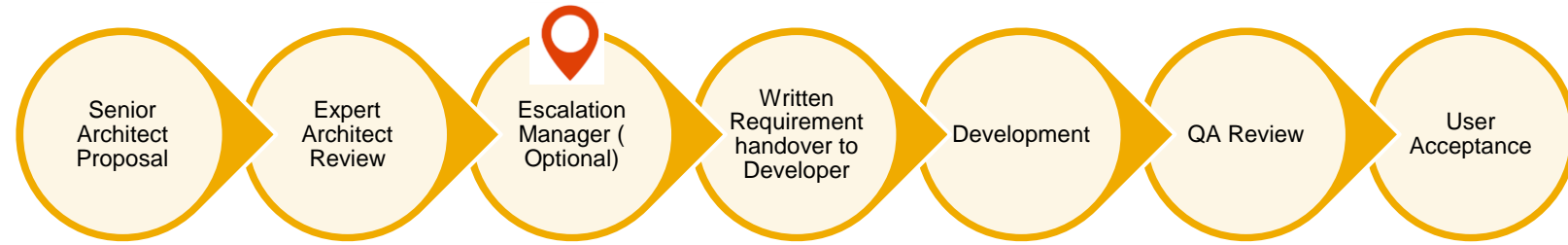
Expert Architect



You are an expert architect. You need the team to develop this. Senior architect will approach you with a proposal. You may agree with her proposal or insist to have your own proposal. Please note you can only describe the diagram below to your team and not show this printout directly. Its allowed to take a picture with a mobile device for your discussions within the team. You are supposed to share the aligned photo with the development and the QA Team

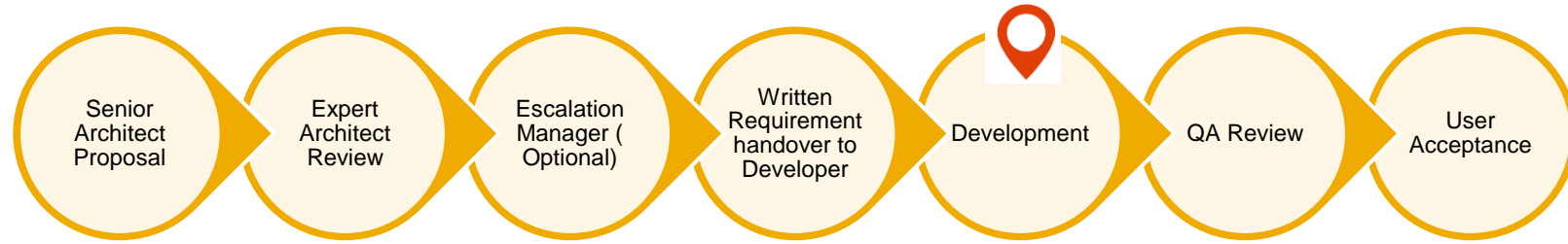


Escalation Manager



You are an escalation manager. In case of conflicts between architects, you step in and use your discretion. You generally go with the judgement of Expert Architect

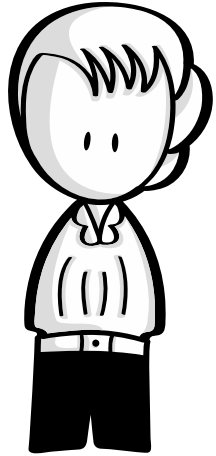
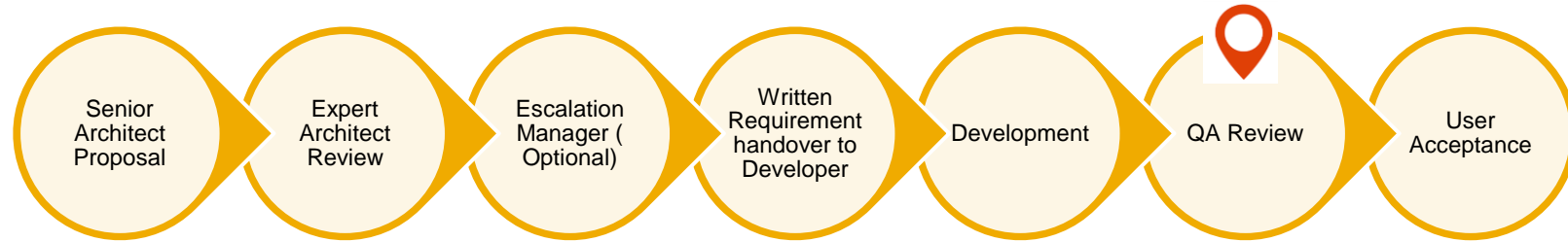
Developer



You are a developer. You need frozen requirements from architects before you start developing. You need a written description or a photo in a mobile device to proceed.

You are allowed to use Laptop and any software such as Microsoft Word or Snag It or Microsoft Paint to make the diagram. After development you take a photo of your development using a mobile device and hand this over to QA Review.

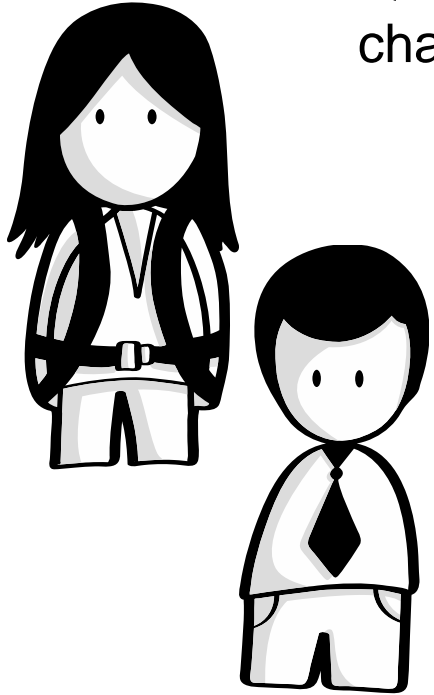
Quality Expert



You are the Quality expert. You work with architects to script test cases when development is going on. You ask for a photo of diagram that is supposed to be developed using a mobile device from the Expert Architect. Using the photo you start preparing your test case. You also need to make sure Business users perform user acceptance testing

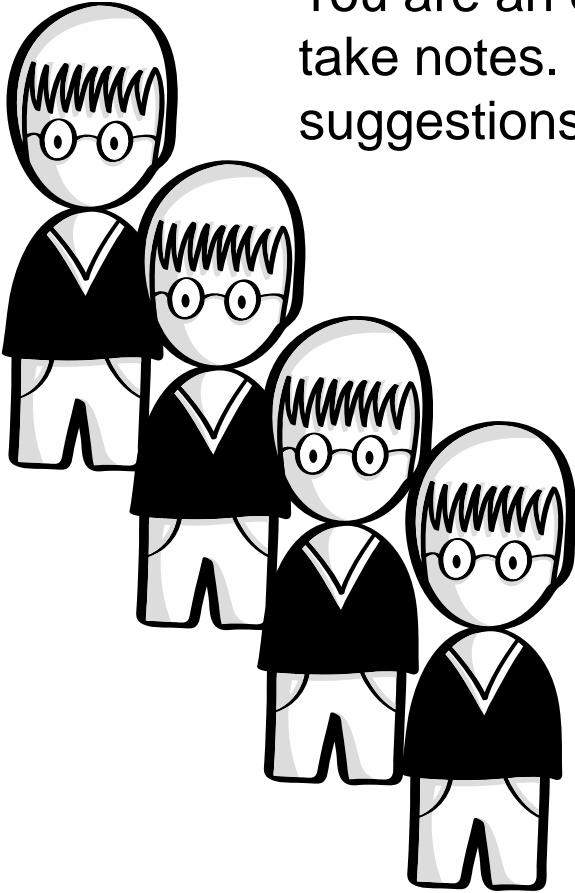
User Acceptance

QA team approaches you with a photo of the development. You can agree or request changes



Observers

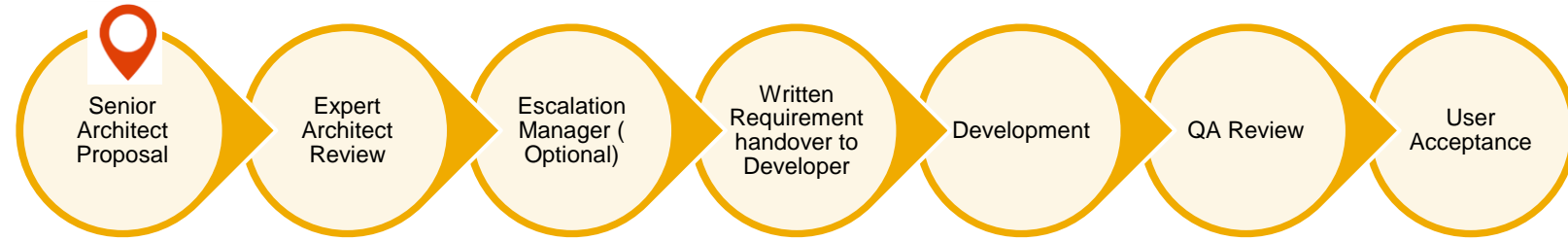
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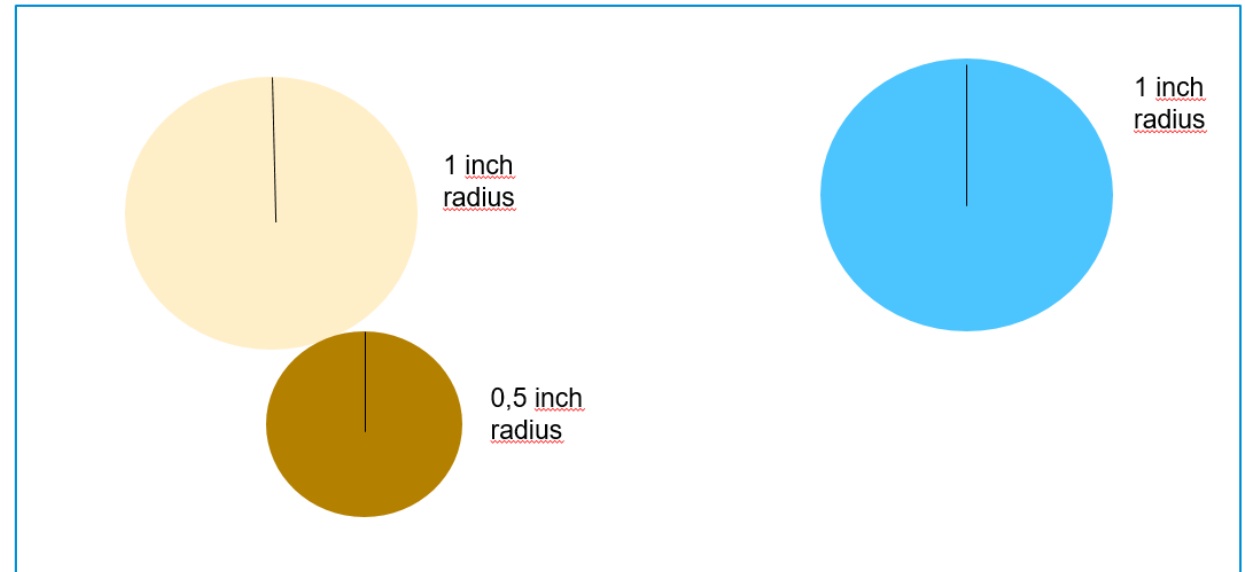
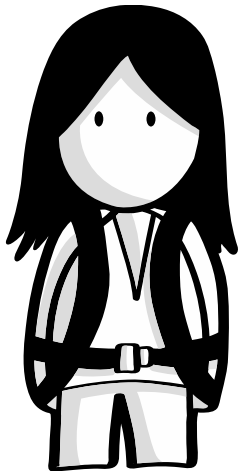
Role Descriptions – Team B



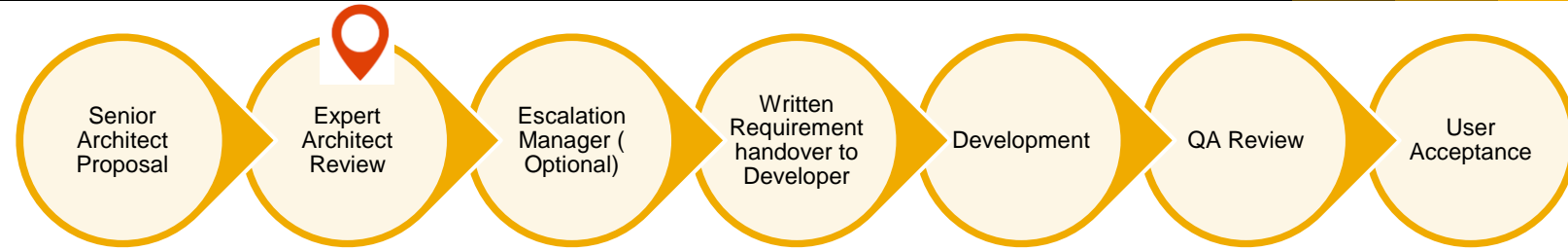
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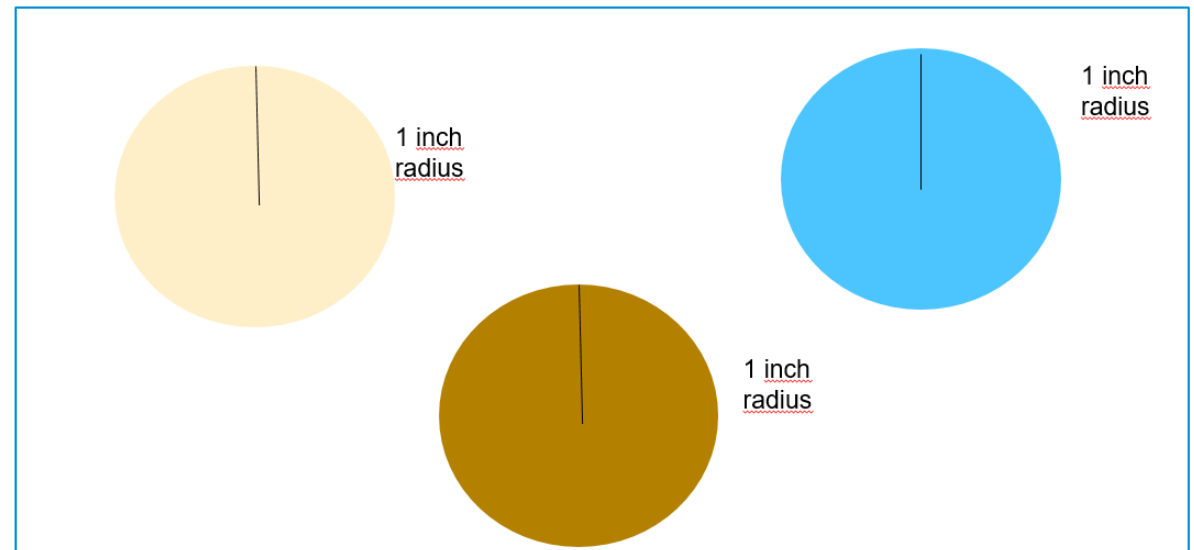
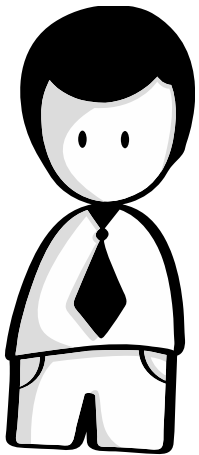
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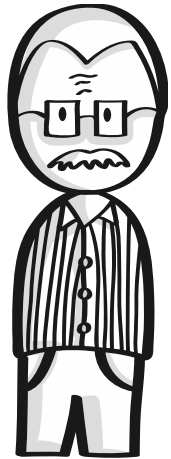
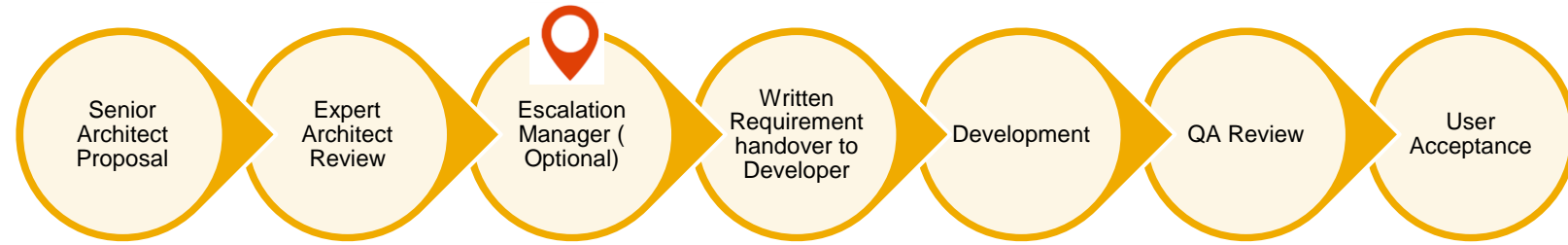
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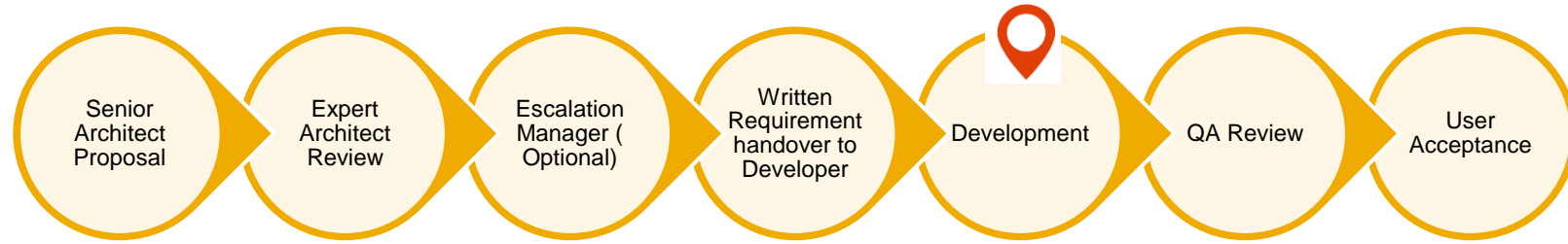


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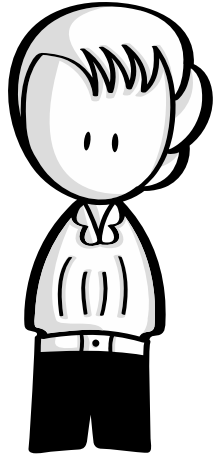
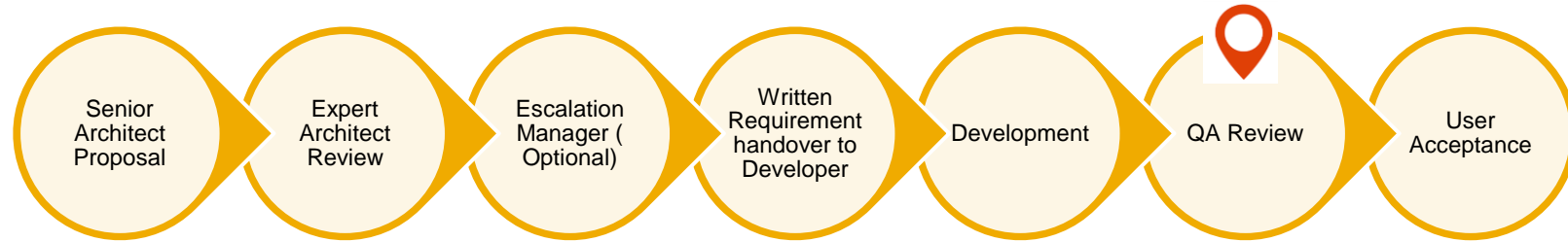
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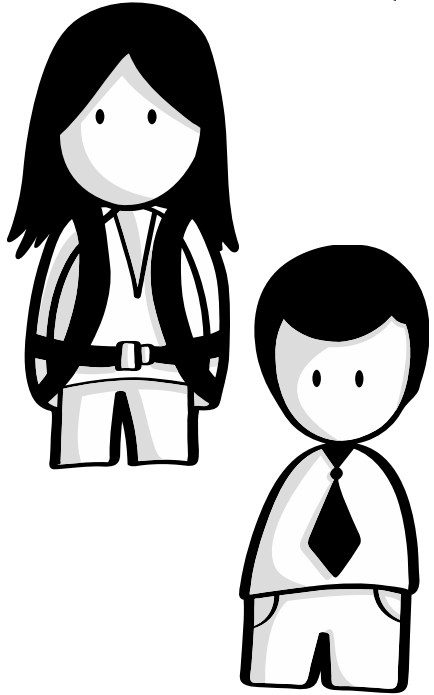
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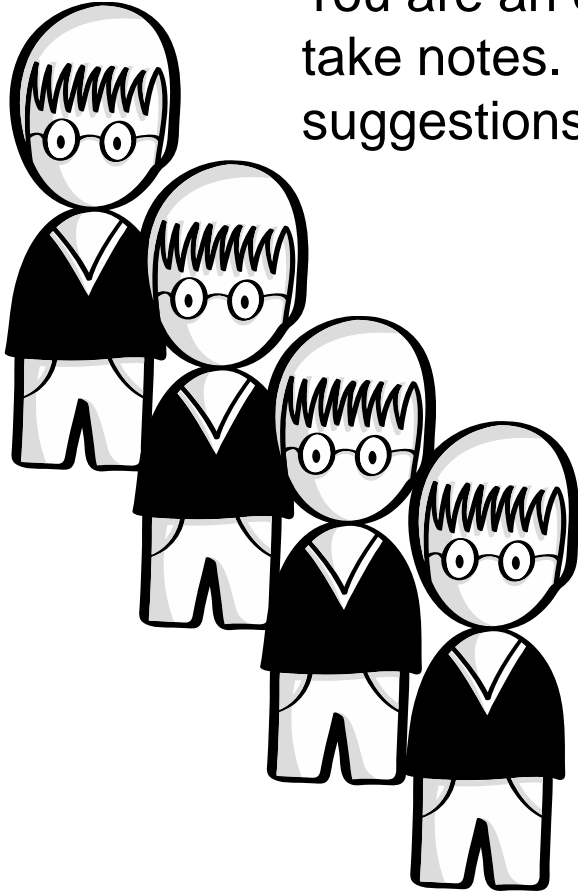
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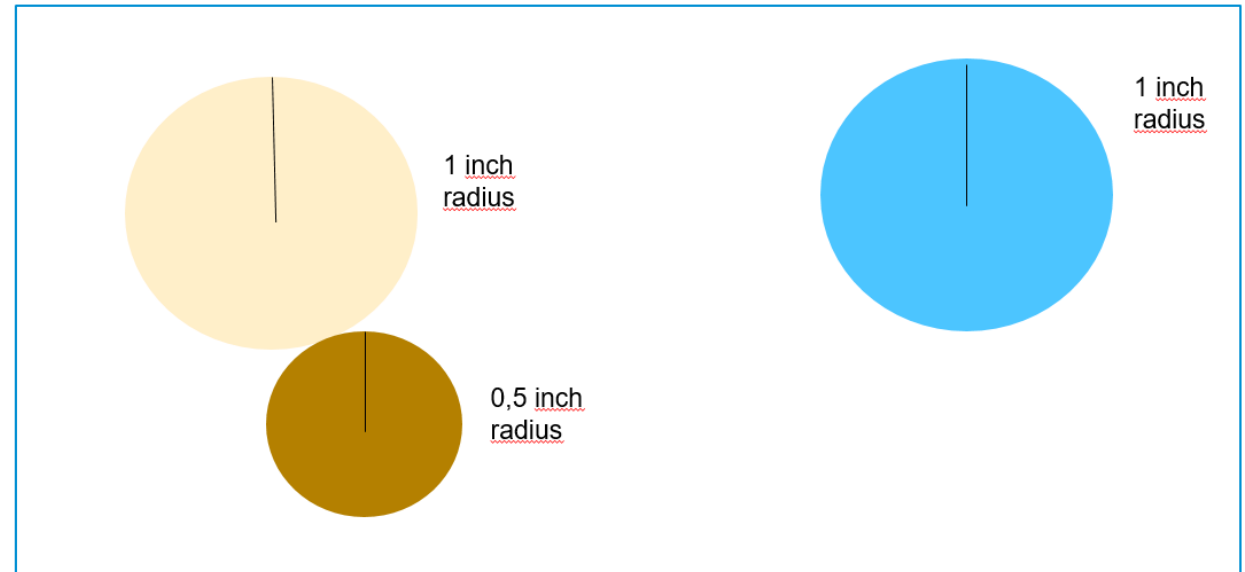
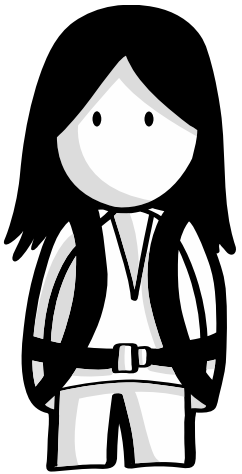


Role Descriptions – Team C



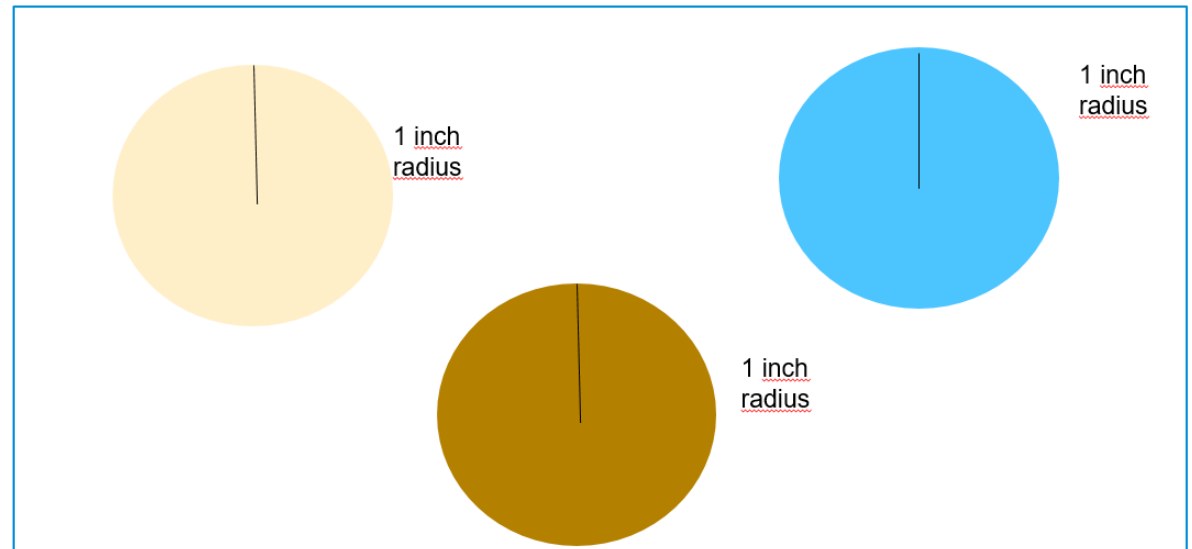
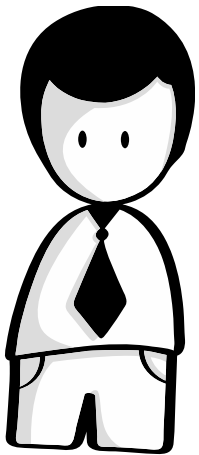
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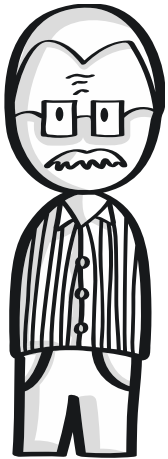


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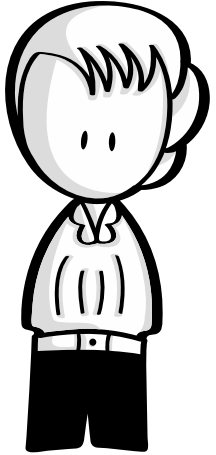
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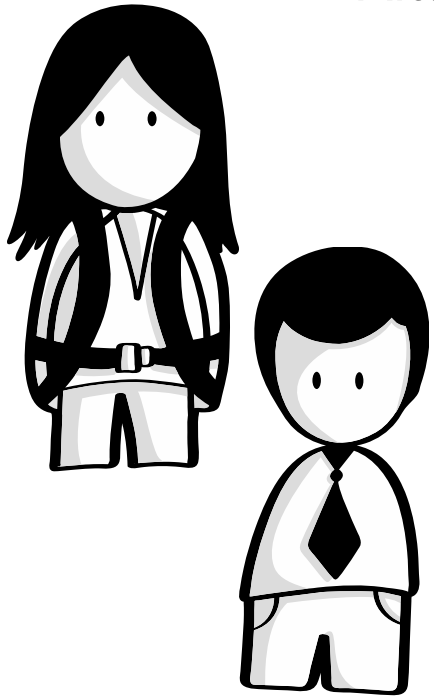
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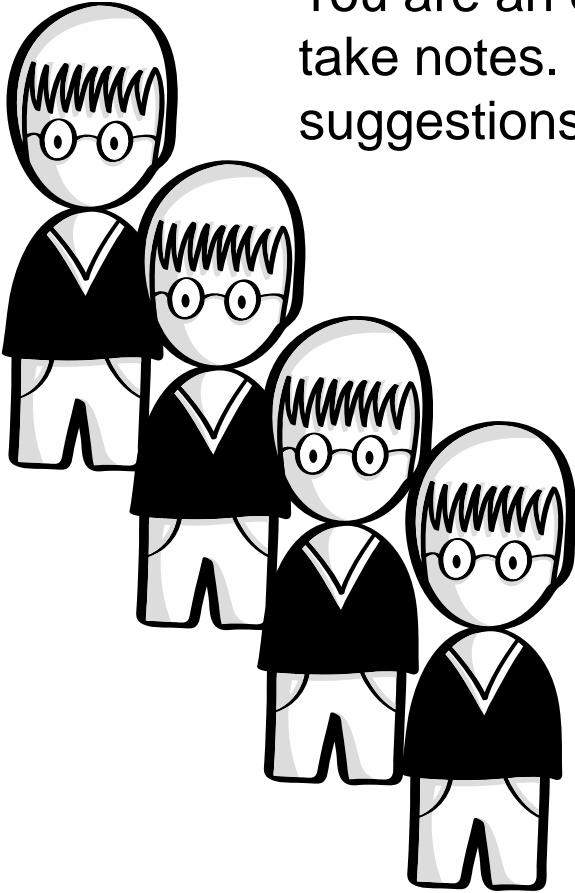
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Exercise Summary



Process vs Tools

- Team A had access to clear process flow and access to Digital Tools
- Team B had clear process guidance but limited access to Tools
- Team C had poor process guidance and limited access to Tools
- There were conflicting objectives given. Team was expected to reconcile and proceed.

What constitutes a good Process

- Clearly defined Org Structure
- Clearly defined Responsibilities (R,A,C,I)
- Predefined exception handling
- Defined Escalation path
- Unambiguous roles of teams and protocol of information exchange
 - Hot transfer vs Cold Transfer
- Built in Quality
- Comprehensive documentation

What Constitutes a good Tool

- Ease of use
- Predefined integration scenarios
- Conformance to Standards e.g. ITIL
- Compliance and Audit capabilities
- Analytics and Reporting
- Open interfaces to third Party Tools

Open Discussion

- Any process change you witnessed recently
 - Good , Bad or Ugly ?
- Any Tool Change you witnessed recently
 - Less confusing , more confusing ?
- Anything you want to share with the group

Thank you.

Contact information:

Jagmohan S Chawla