

16<sup>a</sup>



# CONFERÊNCIA ANUAL 2019

O Mundo Digital  
na Próxima Década

**itSMF**

*The IT Service Management Forum*

Portugal



Reitoria da Universidade Nova de Lisboa  
3 de Outubro 2019

Patrocínio Platinum

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Patrocínio Prata

 **bmc**

 **Rumos**





# **Digital Workplace & Competences of the future**



# Focus for Today

## Scope

- Workplace Transformation trends
- Where to start
- Top Highlights in a program
- Measure success

## Outcome

- Understand why and how to conduct a program



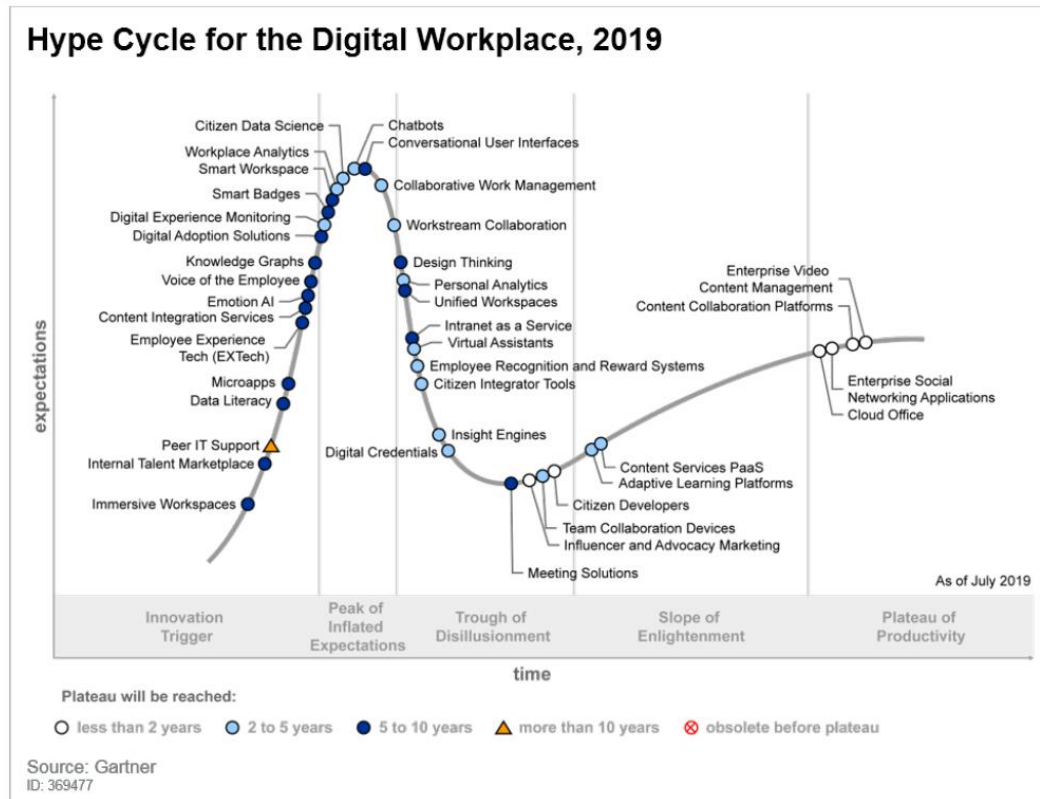


# **Workplace transformation trends**



# Workplace Transformation

## Understand digital trends (1/2)



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# Workplace Transformation

## Understand competence trends (2/2)

### Top 10 skills

in 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence **NEW**
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility **NEW**

in 2015

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity



Source: Future of Jobs Report, World Economic Forum



### The top 5 soft skills companies need most in 2019

Based on research from LinkedIn Learning

1. Creativity
2. Persuasion
3. Collaboration
4. Adaptability
5. Time Management

Source: LinkedIn

5 top soft skills

Image: LinkedIn

### The top 5 hard skills companies need most in 2019

Based on research from LinkedIn Learning

1. Cloud Computing
2. Artificial Intelligence
3. Analytical Reasoning
4. People Management
5. UX Design

Source: LinkedIn

5 top hard skills

Image: LinkedIn



# Workplace Transformation

## What to Expect (1/2)



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# Workplace Transformation

## What to expect (2/2)

### SKILLS

More opportunities to develop

### AUTOMATION

Easier options for completing routine task

### FLEXIBILITY

More in work arrangements

### SPEED

Get things done in a faster way and learn how to do it

### AUTONOMY

Performing work

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The image features a low-angle, perspective view of a modern building with a curved, ribbed facade. The building's structure is composed of numerous parallel, slightly curved lines that create a sense of depth and movement. The facade is a mix of light and dark tones, with the dark areas appearing to be shadows or recessed sections. The building is set against a solid, vibrant magenta background. The overall composition is dynamic and architectural.

**Where to start?**



# Where to start?

## Creating a value in a program:

- Create purpose with People and Technology
- Listen to Priorities and create agenda
- Sponsors & Rules of engagement
- Program execution

## To generate:

- Workplace transformation: tech and culture
- Generate business and People KPI's & competences



# Where to start?

## Key activities to deal

DREAM – PREPARE | PROGRAM & VALUES | PRIORITIES



### DESIGN

FUTURE & GAP ANALYSIS  
PERSONAS & JOURNEY MAP  
ROADMAP  
GOVERNANCE



### ADOPT

TECHNOLOGY  
ARCHITECTURE  
CHANGE MANAGEMENT



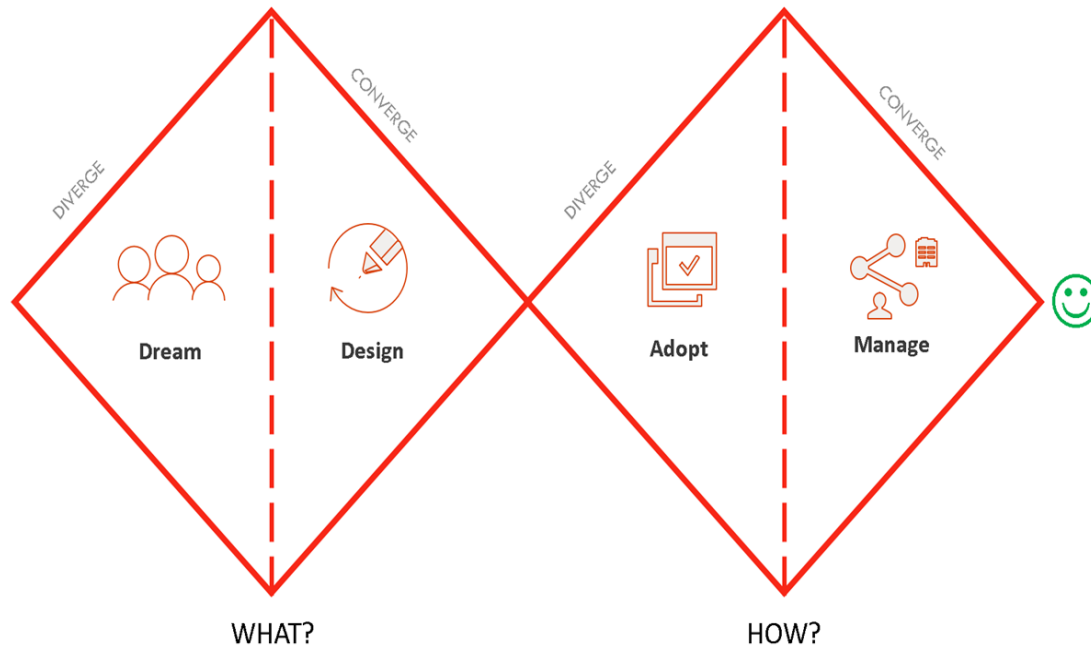
### MANAGE

INTELLIGENT SUPPORT  
DATA & AI DRIVEN  
CONTINUOUS DELIVERY &  
OTIMIZATION  
FEEDBACK & SATISFACTION




# Where to start?


## Key activities asked



  
**Understand  
Workplace Pillars**  
Have a clear vision about  
workplace pillars and business  
cases

  
**Co-Create Sessions**  
Empathize and Co-Create a  
definition and drivers  
to transform

  
**Program Project  
Roadmap**  
Create a sprint **roadmap**  
to implement and  
test/implement  
transformation

  
**Bring Support  
anytime**  
Support users and  
experience to support  
ongoing productivity

  
**Mature your  
Workplace Vision**  
Understand your maturity  
score aligned with **Gartner**  
innovation trends

  
**Ideate Business  
Scenarios &  
Personas**  
Ideate to Test *the* workplace  
scenarios and profiles using a  
service design methodology

  
**Change  
Management**  
Get a amazing **experience** to  
retain and create culture to  
your workers and organization

  
**Measure  
Happiness & KPI's**  
Get competence  
transformation experience  
with regular **pulse** your  
workers satisfaction



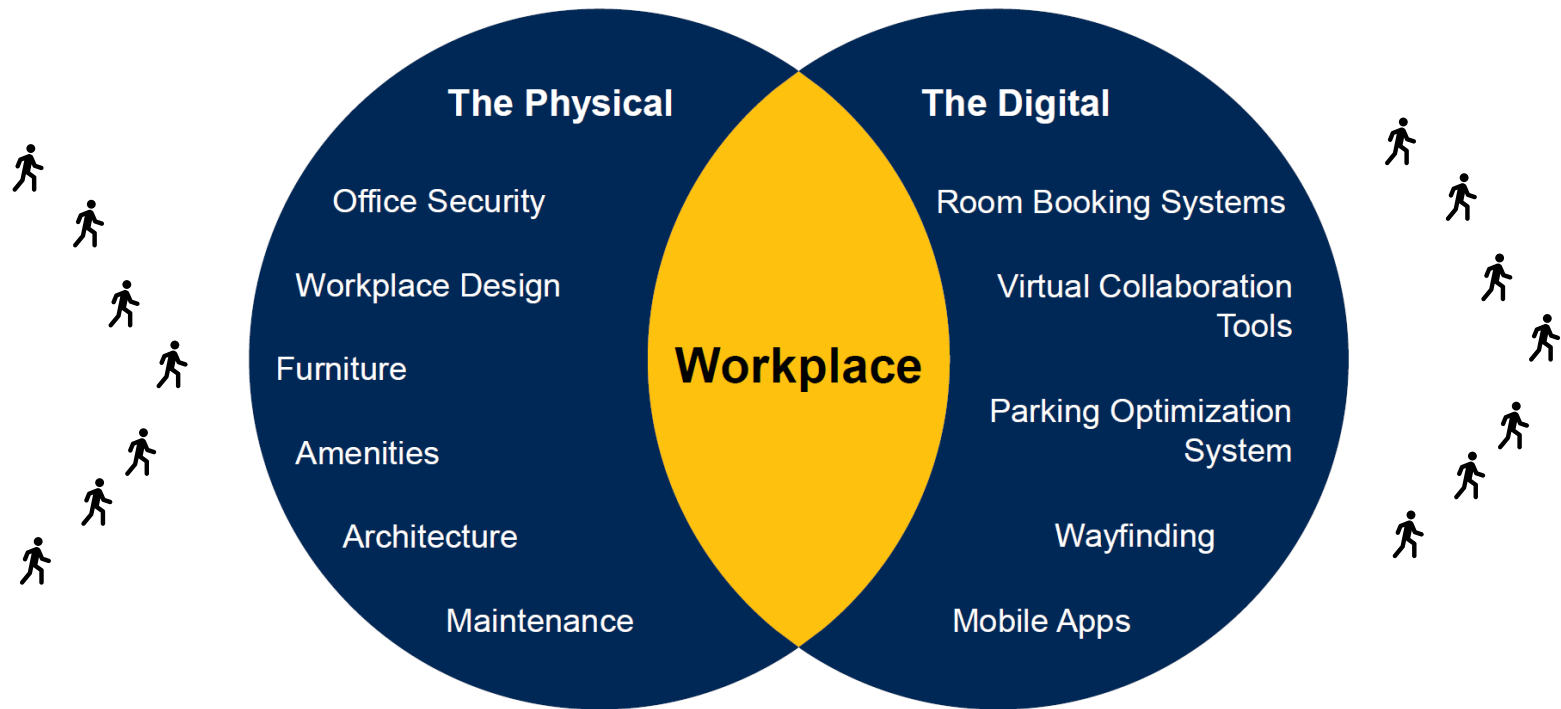


# **Workplace Program Top Highlights**



# Workplace Program

## Top 1 - GAP Analysis - Workplace scope



SPONSORS ARE CRUCIAL



# Workplace Program

## Top 2 - Create brand values





# Workplace Program

## Top 3 – Define workplace program

Experience from **connected** interfaces and things. Be prepared to engage in every workspace style.

About giving you full **transparency** and visibility into how we treat your data.



Enhance **anywhere** productivity, measure 100% Adoption impact. Designed for the unique workstyle of every group

Bring Realtime AI Technology to learn and processes **experience**








# Workplace Program

## Top 4 - Structured Governance

Description	Steering	Partners	Stakeholders	Tools
Share Same Aspirations and Ambitions	Recurrent Steering 3 Weeks	Identify Executive Contacts	Define key collaborators to promote project	Check in on progress, measure and iterate?
<p>Transform Workplace:</p> <ul style="list-style-type: none"><li>• Have a clear project overview</li><li>• Define Clear KPI's in Dream Sessions</li><li>• Global Transformation Brand</li></ul>	<p>Following Agenda:</p> <p>Stream Status (Partner)</p> <ul style="list-style-type: none"><li>• Status</li><li>• Blockers</li><li>• Owners</li></ul> <p>(Program Management Partner)</p> <ul style="list-style-type: none"><li>• High Level Timeline</li><li>• Executive Status</li></ul>	<ul style="list-style-type: none"><li>• Collaboration</li><li>• Hardware</li><li>• Software</li><li>• Data</li><li>• VR/AR</li></ul>	<p>Transversal</p> <ul style="list-style-type: none"><li>• Executive</li><li>• Infra &amp; Operations</li><li>• MKT   RH</li></ul> <p>Strategic (Project)</p> <ul style="list-style-type: none"><li>• TBD</li></ul>	<p>Standard Information:</p> <p>Workstream Platform</p> <ul style="list-style-type: none"><li>• Executive KPI's</li><li>• Align Information</li><li>• Consolidate Data</li></ul>



## Top 5 – Make it Fun

RANK			POINTS	BADGES
1		Paulo Sousa <span>Admin</span> Solutions Sales Specialist	4	2
1		Rafael Sardinha <span>Admin</span> Change Management Consultant	4	1
2		Diogo Ferreira <span>Admin</span> Solution Strategist	3	1
3		António Maia <span>Admin</span> Business Transformation and Adoption Director	0	0
3		José Cabreira <span>Admin</span> Architect & Governance Lead	0	0

### Evaluation Criteria



Índice a aplicar com base no nº de qualified entitlements (QE)			
QE = min(MSTeamsQE, nº colaboradores)			
Limite inferior Qi	Limite superior Qi	Índice	Tipo Empresa
1	9	0.25	(microempresa: <10)
10	49	0.5	(pequena empresa: <50)
50	249	0.75	(média empresa: <250)
250	5000	1	(grande empresa: >= 250)
Referência para avaliar aceleradores			
Tipo	Max pontos		
Dev.	60		
Outros	40		
Critérios	% pontos (peso)	Max Pontos Dev.	Max Pontos Outros
abrangência (QE)	40%	24	16
adequação (caso)	20%	12	8
escalabilidade	30%	18	12
criatividade	10%	6	4
Participação			
max 10 pts			

Max. = 200pts (AU+Custom)

Active Usage [based on min(QE, no.employees)]

Equity by applying index based on company size

Custom Solutions - accelerated by:

- Dev – based on several criteria
- Other – ex. Communication strategy & materials

Extra pts for active participation (community)



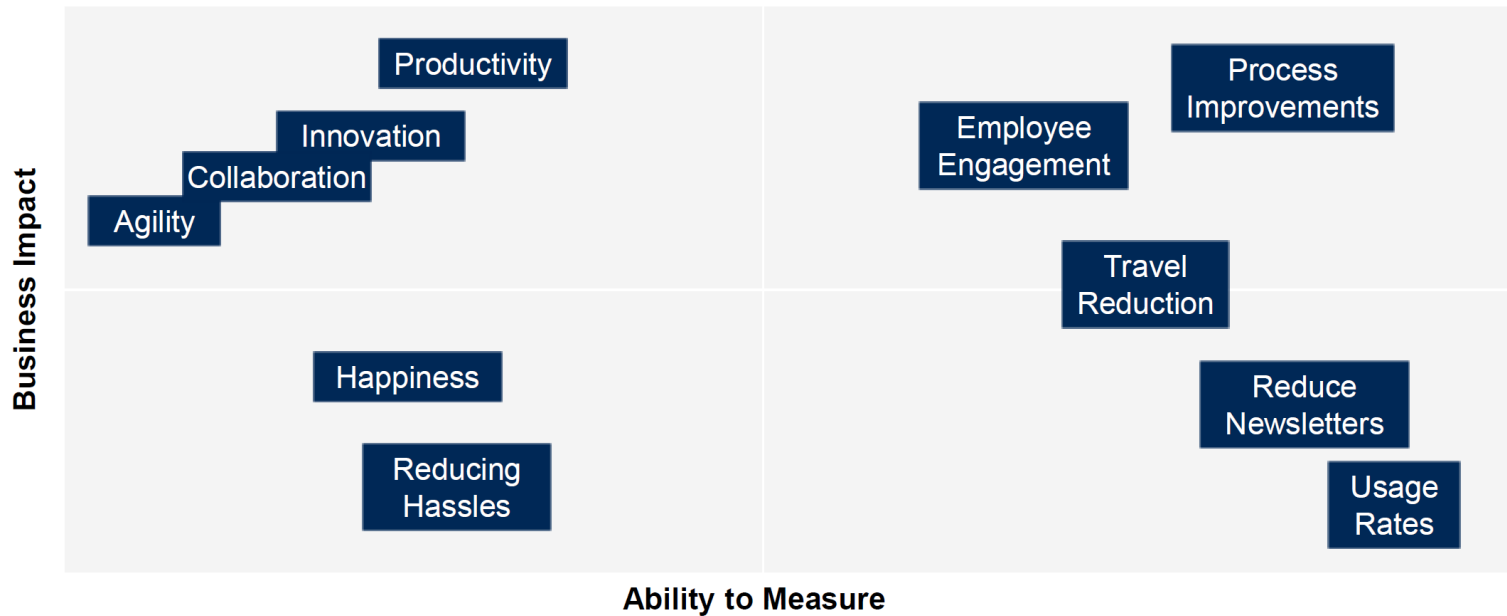
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**Measure Success**



# Measure Success

## Focus on what can be measured



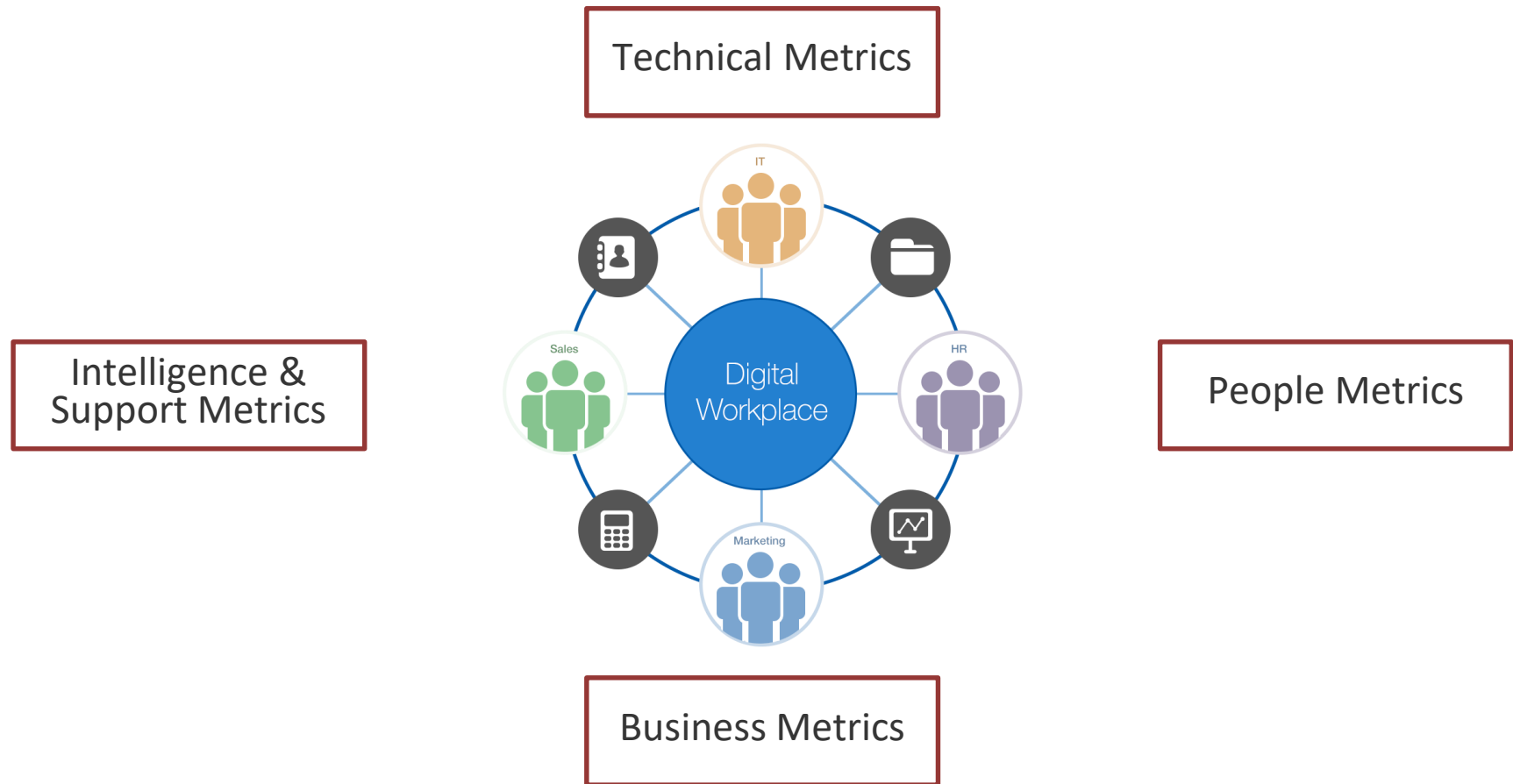
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# Measure Success



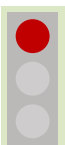

## What is the Scope





# Measure Success

## Technical metrics

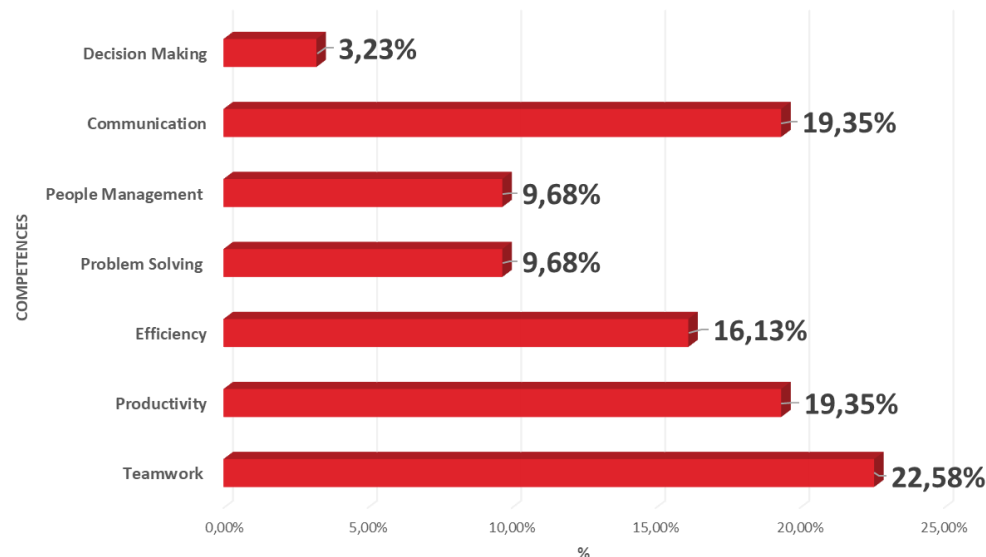
TITLE	STATUS	DESCRIPTION	SCOPE
Sync Identity		Activation of your Office 365 tenant. Timeline: Finished	– Security & Compliance
Mail Migration		Creation and/or update of auto discover and sender policy framework records in Domain Name System (DNS). Timeline: Finished	– Platform & Collaboration
Desktop Image Migration		Refresh Desktop Image with W10+O2016 Timeline: Now	– Security & Compliance
Self Helpdesk mentality		Install digital Adoption platform with documentation and training. Timeline: 90 Days	– Intelligence & Experience



# Measure Success

## People exemple metrics

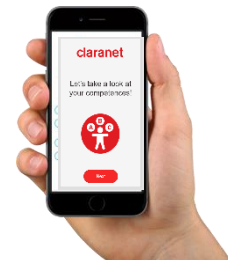
"Please select the most important competences that Workplace is helping you develop"



in 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

WORLD  
ECONOMIC  
FORUM





# Measure Success

## Business exemple metrics

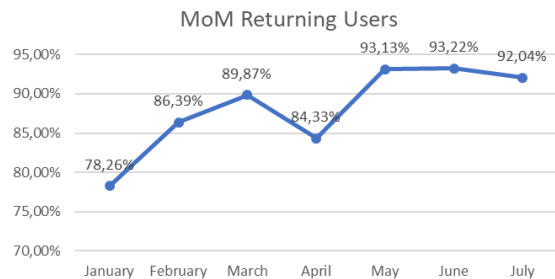
Goal		Measurement			
Business Value	Type of Value	KPI Measure	Data Source	Past Time	Today Time
Help-Desk Password Request	Happiness	Minutes	Service Desk tool	60 Minute	10 Minute
Automated Expenses Approval Mail	Productivity	Minutes	Workflows	120 Minute	20 Minute
Training – Online vs On-premise	Productivity	Minutes	Training Registrations	90 Minute	20 Minute
Mobile Workers	Increase Productivity	Minutes	Platform & Meetings	1 Hour/day	0,1 Hour/day
Improve employee satisfaction	Productivity	Net promoter score	Satisfaction Pulse (Claranet APP)	N/A	N/A
Data Leak reduction	IP Protection	Number of incidents	Thread intelligence alert	10	0
Travel Costs	Productivity	Value	HR Systems	700M	500M



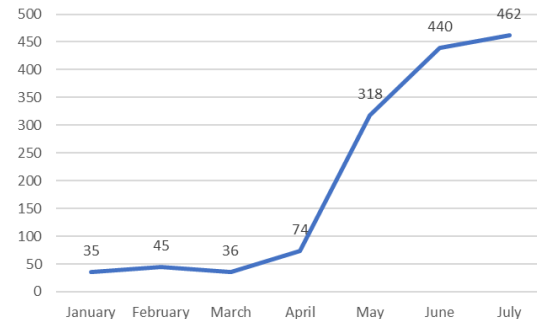
# Measure Success

## Intelligence & Support exemple metrics

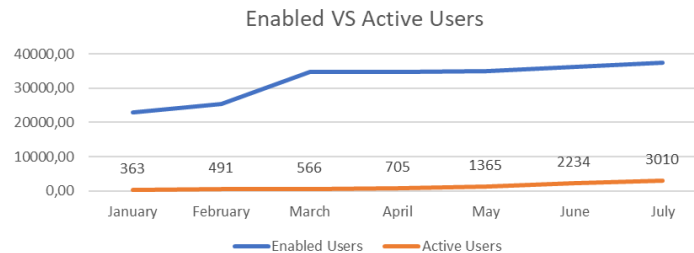
MoMReturning Users



First Time Users



Total Active Users





# Key takeaways and next steps

## What should be remembered?

- Never dissociate tech from people
- Create and work as a Team and sponsorship (all company)
- Understand and define purpose in change
- Define a transformation agenda
- Intense communication
- Make it fun and **learn**. Always.

The time is now! Influence.



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