

Project Management Workshop

Project Management Day 2021 Pre-Event

SAP Labs India

Project Management Forum, SAP Labs India Pvt. Ltd.

INTERNAL

THE BEST RUN



The Workshop Abstract

Tool and Process diversity at SAP – Let's try to bridge the gap between the various PM teams at SLI!!

It's a Fragile – Agile world for us as project managers, to add to it we have multiple best practices, tools, templates and processes used by different teams at SAP.

In the absence of any “Central Project Management Process”, do we dream of **The ideal process?**

We brainstorm together in this ideation Workshop to figure out if it is possible to have such a process.

This is the first ever workshop where we get to experience the process shaping up and identify the gaps in existing ones.

About the Workshop

- The workshop was moderated by a Design Thinking Coach Sheena Lakshmi, User Assistance Designer with the BTPx Design Team
- The workshop duration was 3.2 hours.
- There was a total of 10 participants from LoBs such as ...
- This was a first endeavor taken towards identifying inconsistencies (or gaps) in PM practices across teams
- A common platform for experience and PM practice sharing for Project Manager coming from different teams across SAP.
- It was designed to be a Mural based a platform for exchanging best practices across the teams

Workshop Design

Dissecting the process

Outcomes/
Deliverables

Identifying Tools
and Resources

Identifying Stakeholders and
Challenges

Design/ Redesign
the process

Deep Dive

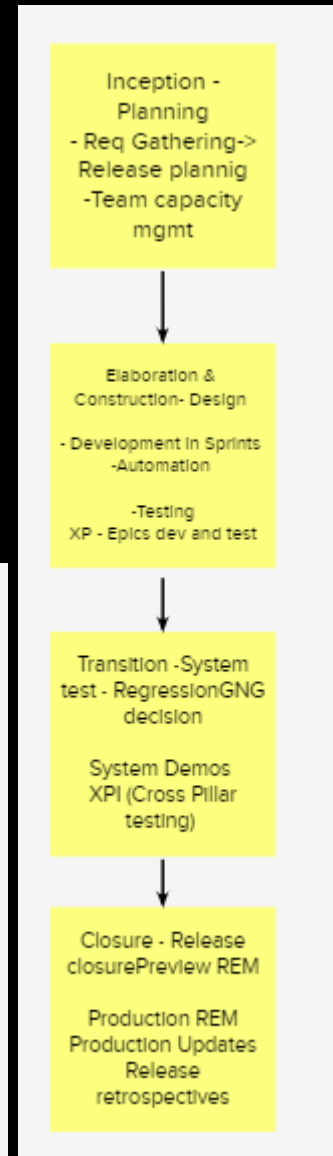
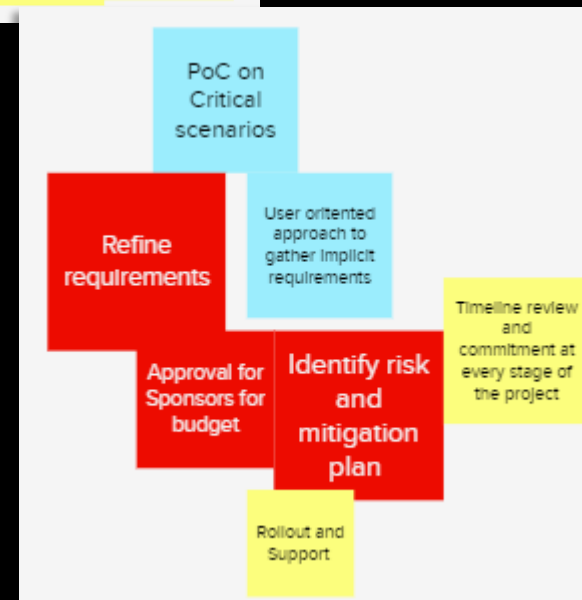
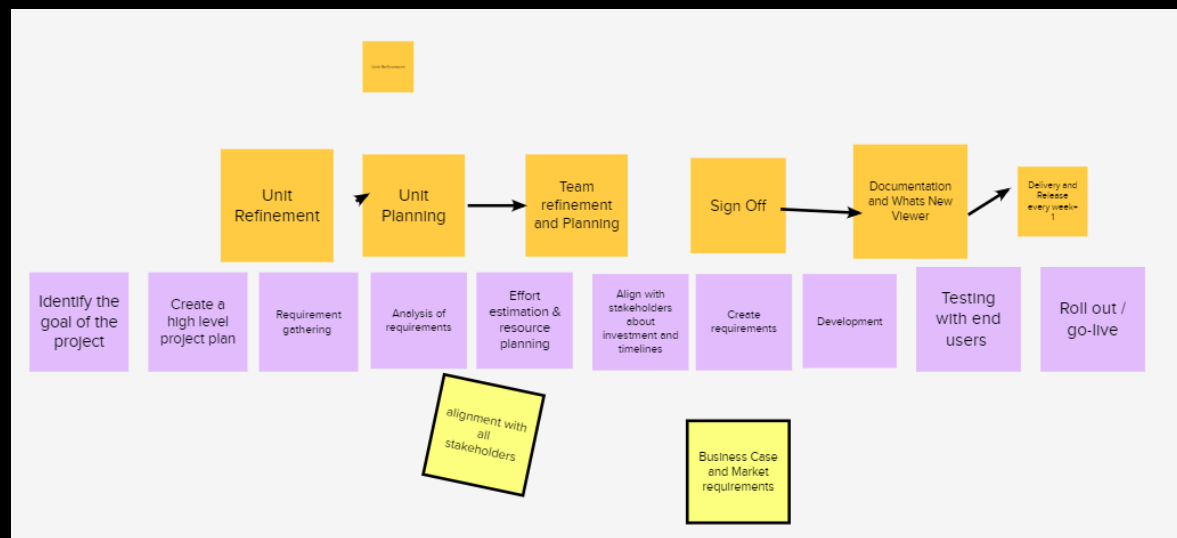
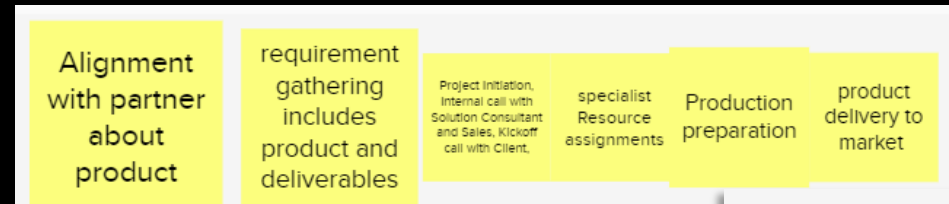
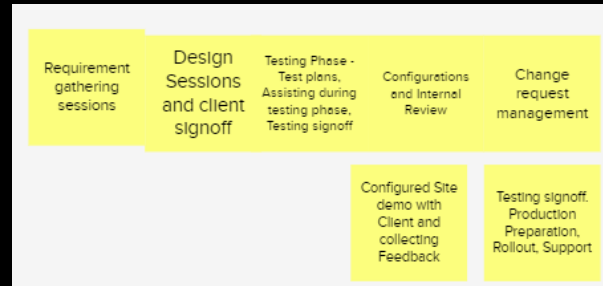
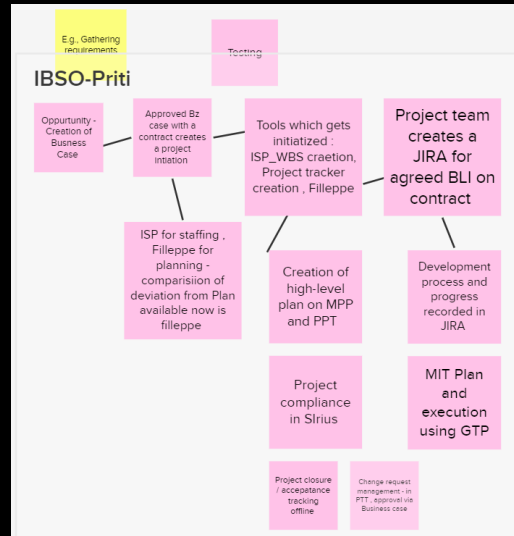
Action

Brain Dump

Ideation

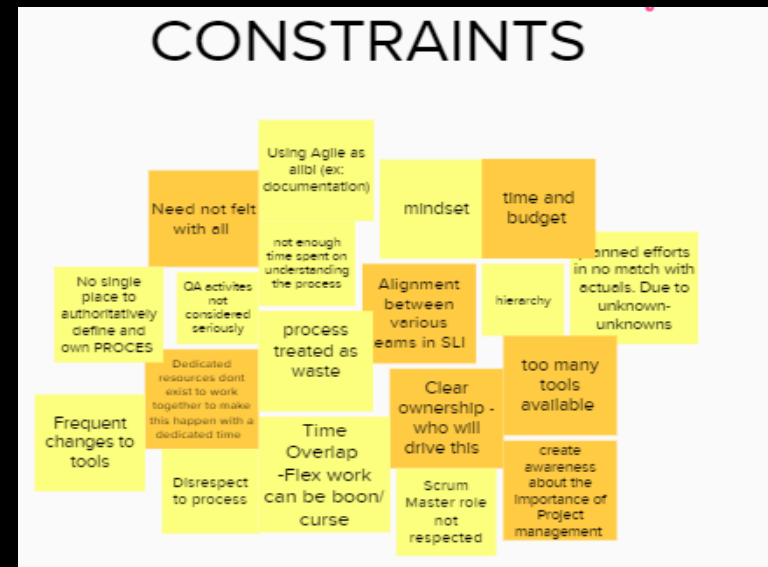
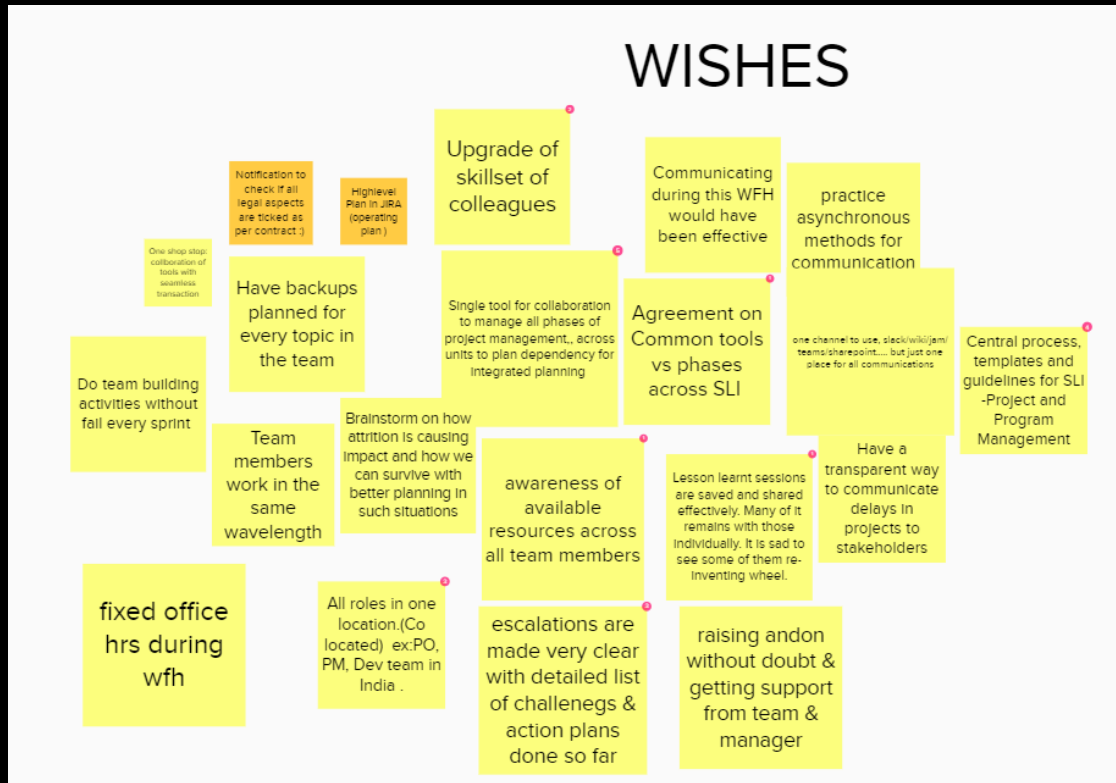
User Journey
Mapping

Glimpse of the processes followed



Top 3 Wishes

1. Single tool for collaboration to manage all phases of project management,, across units to plan dependency for integrated planning
2. Central Process, Templates and Guidelines for SLI Project and Program Management
3. Make escalations very clear with detailed list of challenges and action plan



Some key Outcomes

Have a central dashboard with problems faced at SAP today wrt Project Management

1. Have regular sessions on PM skillset enhancing - 1 session per month on key skills of Project Management and publish articles/ videos about Project Management practices
2. On-boarding guide for Project Managers with tools and processes
3. Have a central lessons learned register at SAP for Project Managers and a central dashboard to share challenges in Project Management at SAP
4. Have a central capacity calculation tool
5. Have a networking platform for all PMs at SAP, to collaborate, share ideas
6. Have a Glossary at SAP with Project Management keywords
7. Identify a common Project Management tool connecting all tools and practices at SAP
8. Some participants have agreed to take up identified areas as workstreams

The Outcome

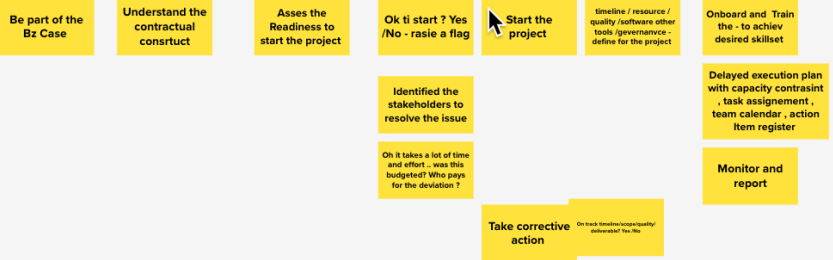
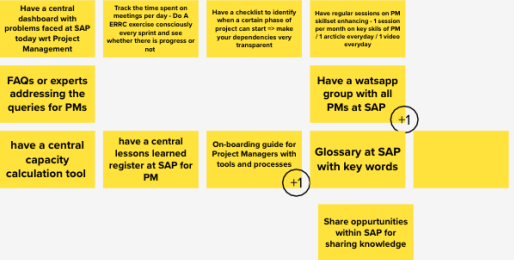
Single tool for collaboration to manage all phases of project management,, across units to plan dependency for integrated planning
 Persona: Project Manager

Actions

What actions do the personas perform throuought the journey to achieve the goal?
 Start with the action that triggers the whole journey.

Example

Hears the wake up alarm



The Brain Dump

Stakeholders Involved

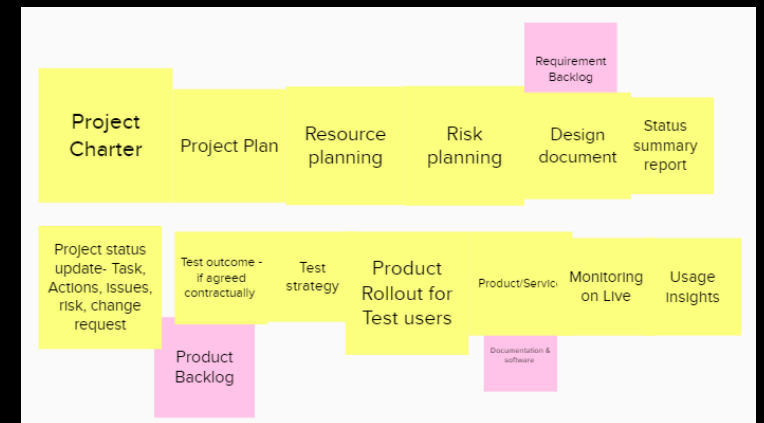
- End User
- Product managers
- Development Teams
- Managers
- Support Team
- Customer
- Implementation Service Manager
- Partners
- Pos
- Client Project Lead
- Internal Specialist teams
- GTM
- SI/SAP Consulting
- Line Managers
- DLM
- AERS
- SIDP Various Standard Teams
- Quality Stakeholders
- ATO

Tools and Resources

- Aha
- Salesforce
- Jira
- MS Office
- Sirius
- cPro
- Mural
- Jam
- ISP
- Wiki
- SAP RUUM
- MS Teams
- Slack
- Lucid Capacity
- PQP17P(SAP Systems)
- Imeet Central
- SharePoint

- Strobus
- OneDrive/SharePoint
- Security Tools
- GitHub
- CDPEP
- GTP
- Bridge
- Project Tracker
- Fillipe

Deliverables



What the workshop was not...

- It was not meant to establish a PMO
- For not enforcing any 1 process for Project Management
- For not making any tool prescriptions or endorsements
- For not creating any new templates

Thank you..