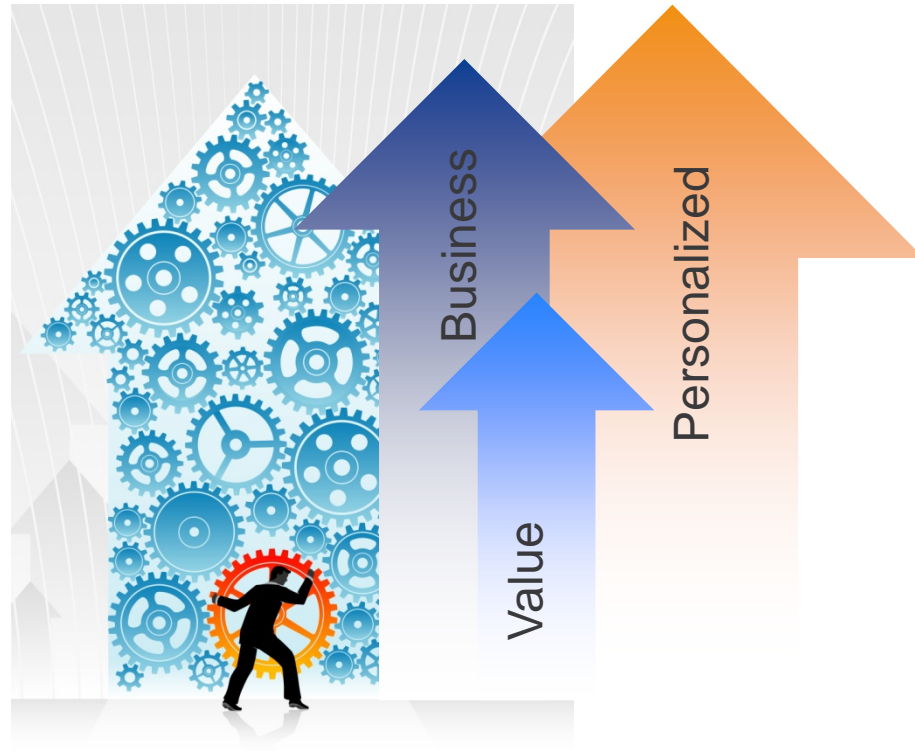




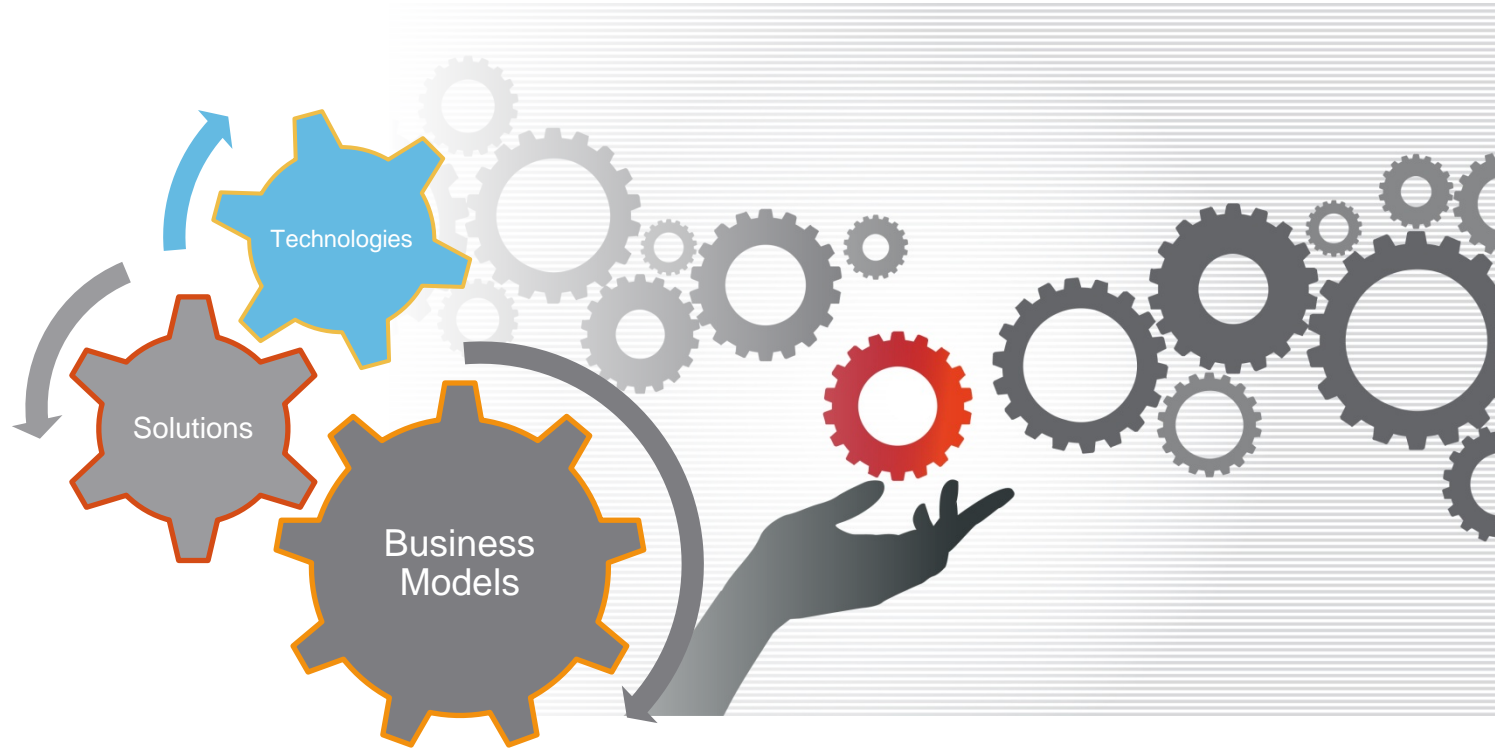
# Implementing Intelligent Swarming

Koree Mires - Sr. Manager, Service Capability Architect  
September 2016

# Disruption 1: Customer Needs



# Disruption 2: The Market



# Disruption 3: The Net Generation



# Shifts Happen....



We changed things a bit.

# Step 1: Transform From Escalation to Collaboration



Support as a  
Network

Learning  
Organization

# Step 2: Earn Reputation Bragging Rights!



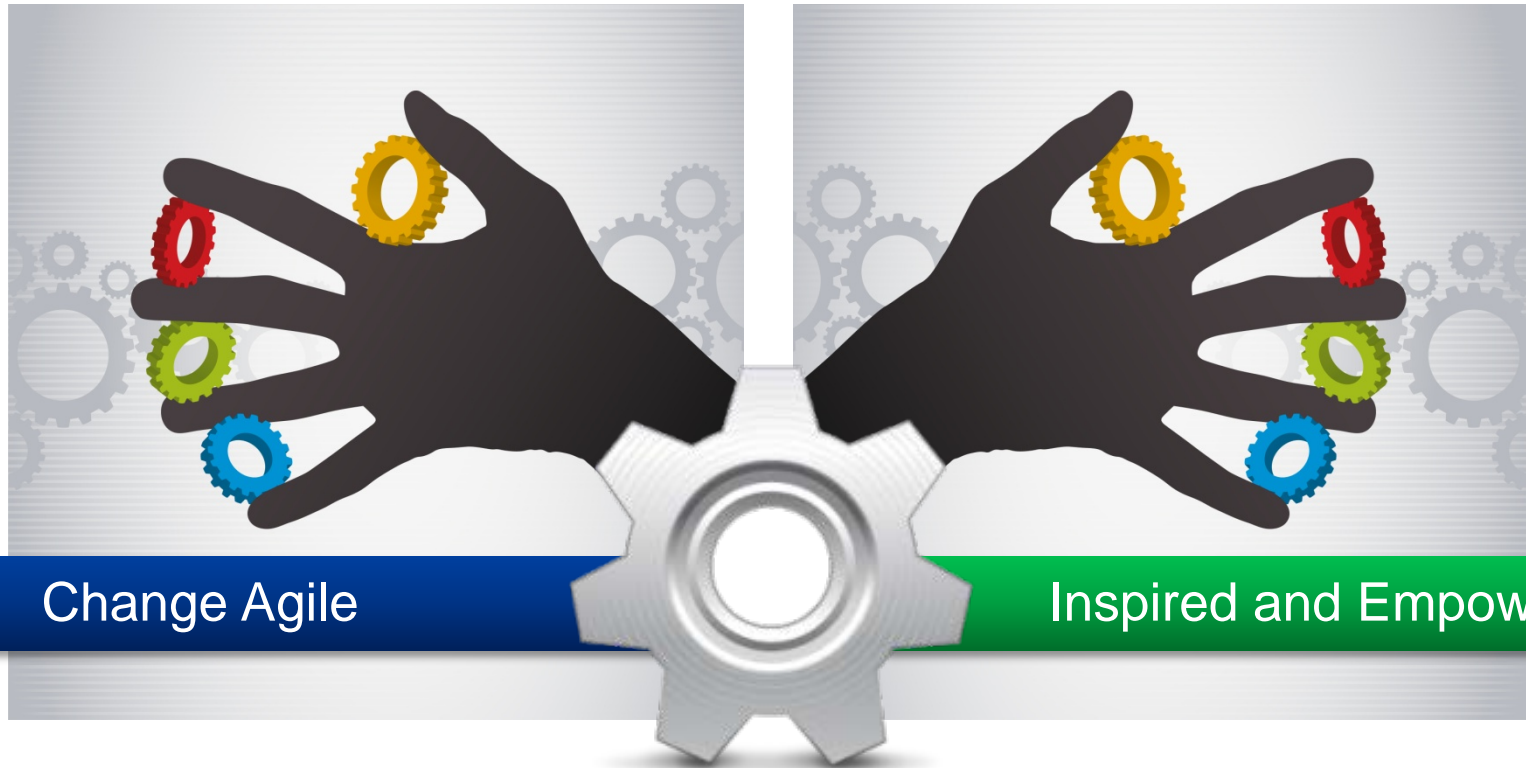
Gamification

Net-Generation

Intrinsic Rewards



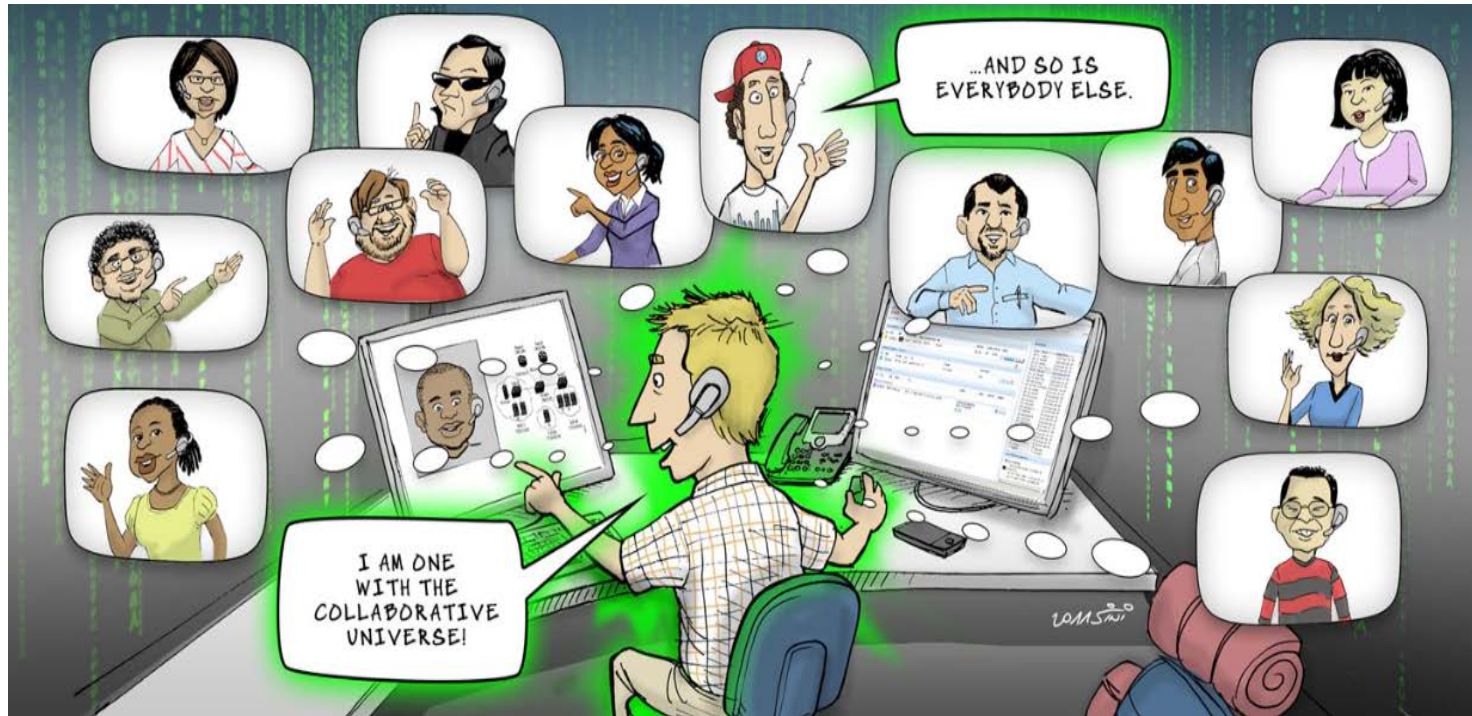
# Step 3: Evolve The Culture



Change Agile

Inspired and Empowered

# Step 4: New Behaviors



# What does it look like?

# Support as a Network + Intelligent Swarming

## Delivering an Industry-leading Customer Experience

### Built for the Future, Here Today

#### “Intelligent Matching”

**Connects** customers with the experts and knowledge to solve their problem



#### “Reputation & Gamification”

**Encourages** participation, drives quality content and recognizes experts' contributions

#### “Collaborative Engagement”

**Global network** of experts solving problems through dynamic teaming and swarming

#### “Integrated Workflow”

**Single** environment where experts can do their job without using multiple tools

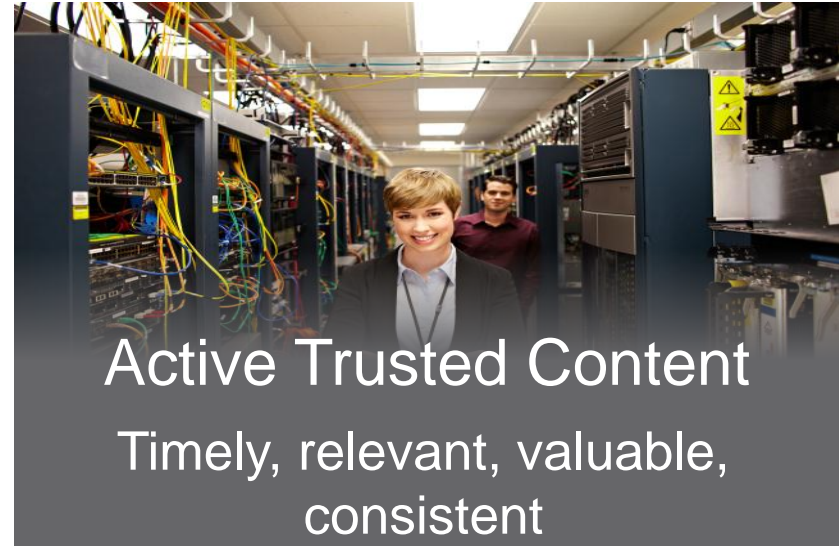
#### “Knowledge through Collaboration”

**Systematically** created, refined, and reused, naturally in the workflow

# What does success look like?

# What Does Success Look Like?

A flexible, collaborative, knowledgeable workforce, built on trust, that add value to each other and customers



# It's about People & Process

technology/tools are enablers, NOT the solution



# Process Design Methodology

## AS-IS PROCESS ASSESSMENT

*Current State*

- Understand your business objectives and goals
- Conduct workshop with SMEs and cross-functional team members
- Complete **baseline** review of processes as they are currently defined (“Should-be”) and as they are actually being practiced in reality
- Define systems impacts and requirements
- *Create current state, or “As-Is,” process flows*
  - Levels 1-4

## TO-BE PROCESS DESIGN

*Future State*

- Prioritize processes based on what’s important to the **customer** and **business**
- Conduct workshop with SMEs and cross-functional team members define desired operational workflow
- Align new processes to industry best practices and company standards
- *Create the desired future state, or “To-Be,” process flows*
  - Levels 1-4

## GAP ANALYSIS

- Analyze gaps between “As-Is” and “To-Be” environment
- Analyze and identify **failure points** and **major gaps**
- Identify opportunities to standardize policy and procedures
- Enable optimizing tools
- *Create gap analysis document*
- *System & process improvement recommendations*

## PROCESS ENABLEMENT

- Drive and facilitate decisions for the enablement phase
- Design of operational governance model
- Provide business requirements guidance for systems enablement
- Implement metric overlays that include KPIs to monitor processes, systems, behaviors, and adoption
- Engage change management resources to facilitate process change implementation



## Right Knowledge Worker, Right Work, Right Time



# It's So Simple...

- Get the work to the right person
- Connect that person to other smart people
- Capture what they do and reuse it
- Do it all in the workflow!

# EASY!

# The Technology and Architecture

## Force.com (Salesforce Service Cloud)

- Case Management
- Collaboration launch point
- Single workflow tool

## Lithium

- Collaborative platform
- Knowledge capture and reuse point

## DROOLS Business Rules Engine

- Intelligent Matching engine
- Business controlled

# Resource Profile Is Critical

Create a profile for your resources:

- What They Know
- How Well They Know It

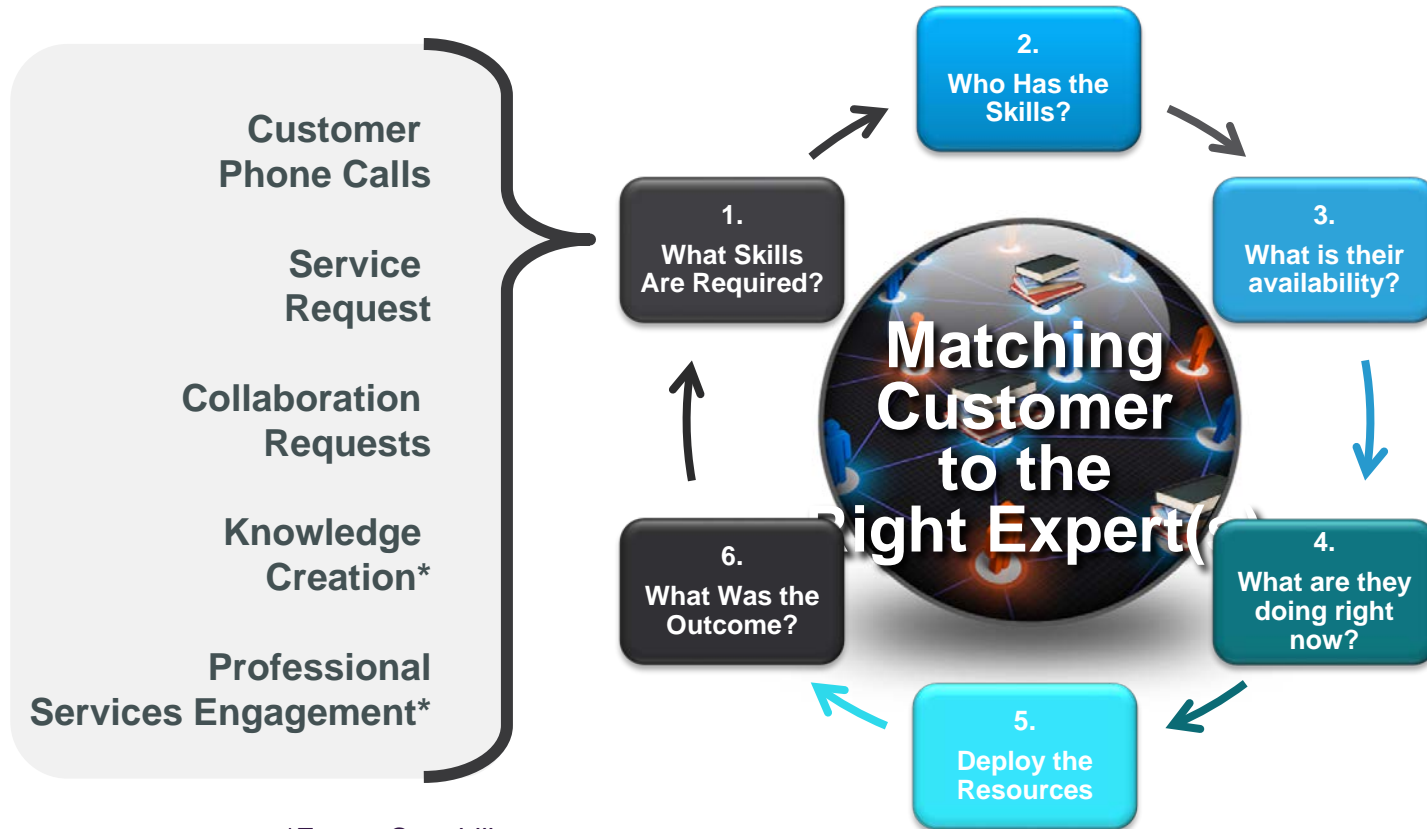
**Edit Custom Skills Profile**

Name: TEST-CUCM-PROFILE  
Description:

[+ Add TIST/PC](#)

Technology	Proficiency	Growth Skill	Remove Skill
<a href="#">Expand All</a>   <a href="#">Collapse All</a>	0 1 2 3 4 5		
<input type="checkbox"/> Voice - Communications Manager	●●●●●		✗
<input type="checkbox"/> Communications Manager Admin and Web Page	●●●●●		✗
<input type="checkbox"/> CONFIG_ASSISTANCE	●●●●●●	<input type="checkbox"/>	✗
<input type="checkbox"/> DATA_CORRUPTION	●●●●●●	<input type="checkbox"/>	✗
<input type="checkbox"/> ERROR_MESSAGES	●●●●●●	<input type="checkbox"/>	✗
<input type="checkbox"/> INTEROP	●●●●●●	<input type="checkbox"/>	✗
<input type="checkbox"/> PASSWORD_RECOV	●●●●●●	<input type="checkbox"/>	✗
<input type="checkbox"/> PRODUCT_QUESTION	●●●●●●	<input type="checkbox"/>	✗
<input type="checkbox"/> SOFTWARE_FAILURE	●●●●●●	<input type="checkbox"/>	✗
<input type="checkbox"/> Communications Manager Call Failure - IP Phone to IP Phone	●●●●●●		✗
<input type="checkbox"/> Communications Manager Crashes, Restarts, High CPU/Memory	●●●●●		✗
<input type="checkbox"/> Communications Manager Install/Upgrade	●●●●●		✗
<input type="checkbox"/> Communications Manager SIP Trunks	●●●●●		✗
<input type="checkbox"/> Voice - Communications Manager Additional Apps and Plugins	●●●●●		✗
<input type="checkbox"/> Voice - Gateways, Gatekeepers, and ATAs	●●●●●		✗

# Get The Work To The Resource



\*Future Capability

# Value/Risk/Relevance: The eHarmony Moment

## Value Variables

- Contract Type
- CCIE
- High or Non Tier
- Country/Region
- Time of Day/Day of Week
- Tech/Sub-Tech/Problem Code

- GET
- PSS
- CSC VIP
- Contract Value
- Loyalty Score

## Risk Variables

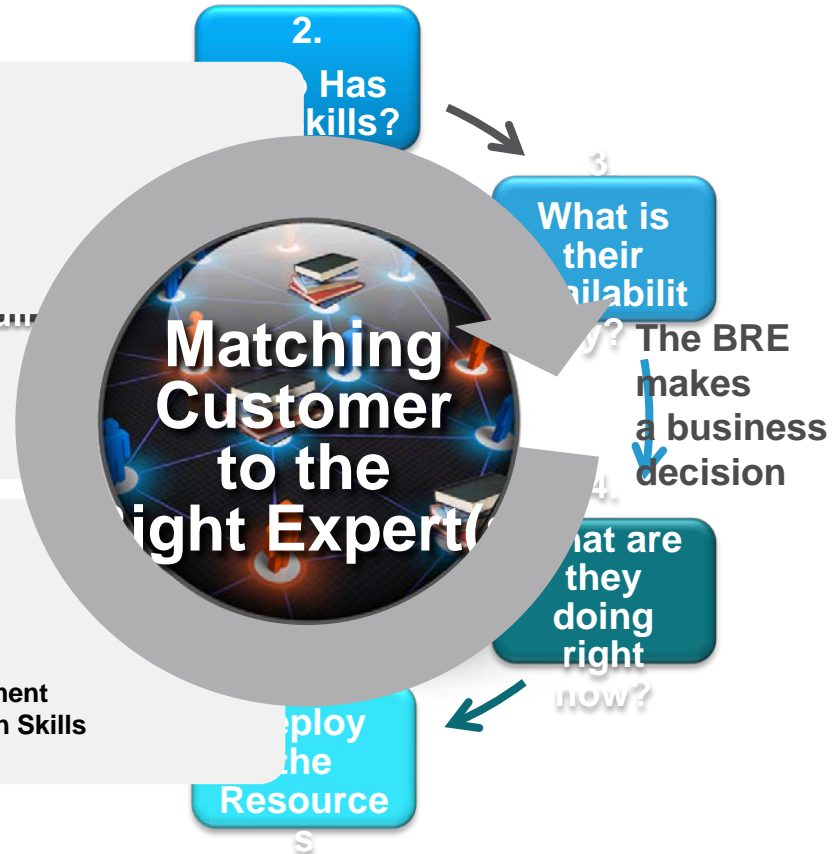
- Severity
- Solution
- Active CAP

- Owners %
- Age %
- Status Change %
- Complexity %

## Relevance Variables

- Geographic Center
- Direct vs. Outsourced
- Shift Time
- Tech/Sub-Tech/Problem Code Skill(s)
- Active Work Routing Profile
- Workload

- Experience with Customer
- Languages
- Certifications
- Customer Management and Communication Skills
- Growth Flag



# Connect Them To Other Smart People

Make it  
easy to  
find the  
right  
resource

**Step 2 - Use this form to broadcast a question to all users skilled in a particular tech, sub-tech and problem code**

**1. Select Urgency**

**Urgent:** Specific Expertise needed immediately

Transaction Type: -- None --

**Non-Urgent:** Specific Expertise not needed immediately

**Engineering:** Engineering Expertise needed. Response depends on Business Unit and Product

**2. Describe the Need \***

-- Select One --

**3. Target Expertise**

Your target audience should be skilled in the following area:

Technology: LAN Switching

Sub Technology: Cat3560E, Cat3750E (Dual 10GE)

Problem Code: Software Failure

*These changes will not affect the Service Request.*

Submit Cancel

# Capture What They Do and Reuse It

Leverage collaborative interactions to generate knowledge

**CISCO Tech Zone** | VLANs / VTP | Discussion Board | Tribal Knowledge Base | Content Request Queue

kmires | My Settings | Messages | Help | Sign Out | Go To

Search [ ] Topic (TZ Only) [ ]

each Zone > LAN Switching > Technologies > VLANs / VTP > <633043465> : <<RTP-TZ> ME-3800X-24FS-M // not reporting bandwidth for VLANs properly on Solarwinds tool <RTP-TZ>

Reply | Topic Options | Share it for External Publication | Message Listing | Next Topic

**<633043465> : <<RTP-TZ> ME-3800X-24FS-M // not reporting bandwidth for VLANs properly on Solarwinds tool <RTP-TZ>** [New] Options

02-09-2015 04:29 PM

Customer is using solarwinds but the tool is not showing the bandwidth for vlans properly, Customer open a case with solarwinds people but they have said that everything is configured properly, but it seems like they are not receiving all the data from the Cisco ME-3800X-24FS-M. Switch was upgrade to IOS "me3800x-universal-mz.155-1.S" and that did not fix the issue. As action plan, I involved SNMP team to troubleshoot further but this was the first reply, Not sure how they would be determining bandwidth for VLAN, since it would not have the necessary information for Speed of the interface to determine bandwidth calculations:  
<http://www.cisco.com/c/en/us/support/docs/ip/simple-network-management-protocol-snmp/8141-calculate-...>  
Bandwidth could only be calculated if all the variables are available to do the calculation, so this method would only work with physical interfaces, not virtual ones?. ++Then a second Engineer was engaged and they conclude that this may be related to a bug on the device OS (not known bug related to this). ++Case still on going

Solved! [Go to Solution.](#)

Message 1 of 8 (34 Views)

0 Kudos + Reply Quick Reply

Re: <633043465> : <<RTP-TZ> ME-3800X-24FS-M // not reporting bandwidth for VLANs properly on Solarwinds tool <RTP-TZ>

02-09-2015 04:35 PM

Customer is using solarwinds but the tool is not showing the bandwidth for vlans



# Do It in the Workflow

Tools  
enable the  
processes  
so make it  
simple and  
streamlined

The screenshot displays the Cisco My Work Zone interface. At the top, there is a search bar and the user's name, Koree Mires. Below the search bar, the page is titled "My Work Zone" and includes a "Welcome to Koree Mires Work Zone" message. A yellow notification box states "No New Messages." with a link to "View Previous Messages".

On the right side, there is a search bar for "CSOne Case or C3 SR" and a "Quick Links" section with links for SLT, CPR, and Sharepoint Escalation Tracker.

The main content area contains several navigation links:

- [CaseMon](#)  
[Open an IT case for MWZ](#)  
[Open an IT case for CaseMon](#)  
[Activate My Presence Indicator](#)
- [Account Team Locator](#)  
[BU Escalation link](#)  
[Interpretation Services](#)  
[My Work Zone Feedback](#)  
[My Work Zone Glossary](#)
- [My Work Zone Training](#)  
[Resource Profile Manager](#)  
[Squish](#)  
[TAC Policies and Processes](#)  
[TAC Skills Finder](#)
- [Topic Google](#)

Below the navigation links, there is an "Action Item Filter" section showing metrics:

- Total Action Items = 0
- Open Action Items past Due Date = 0
- % of Open Action Items past Due Date = 0%
- % of Closed Action Items completed after Due Date = 0%

Metrics based on Action Items created in the last 6 months

The "Action Items" table is shown below:

All	Subject	Due Date ▲	Related To	Status	Owner	Created By	SH
<input type="checkbox"/>	test action for Koree	9/5/2013 9:00 AM		Not Started	Koree Mires	Koree Mires	
<input type="checkbox"/>	Get This Done	10/22/13 3:00 PM	442825624	Not Started	Koree Mires	Koree Mires	

# WARNING: Culture Change Required

- Change Management is **THE** critical piece
- Anti-bodies will continue
- Persistence pays off
- It's Not All Rainbows and Puppies



# What Didn't Go So Smooth

- Matching Rules: What does the business REALLY want?
- Management changes = restart on buy-in
- Tools focus vs. process focus
- Hyper-optimized vs. Out-of-the-box



