

Tools in enabling One Team

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In scope:

A look in our kitchen on a number of solutions to support:

- Finding appropriate knowledge
- Estimating
- Managing the engagement
- Collaborating and managing code configuration
- Communicating

when working with geographically dispersed teams

Knowledge Management: “KM 2.0”

- Community-based
 - From collect, to connect
- Efficiency through 2.0-character (ranking / voting)
 - Motivation to share
 - Better search results
 - People become the stars, not the asset

Knowledge and Experience is our most valuable asset.
Before, during, and after a mission.



KM 2.0 : What does it look like?

Customizable portal

The screenshot shows a web portal for Capgemini's KM 2.0 Knowledge Management system. The interface includes a header with the Capgemini logo and a search bar. The main content area is divided into several sections: 'MY COMMUNITIES' with a list of communities; 'TOP COMMUNITIES' with a list of community posts; 'TOP FORUMS' with a list of forum posts; 'COMMUNITYNEWS' with news articles; 'TOPASSETS' with a list of assets categorized by 'Most Recent' and 'Most Popular'; and 'MY PERSONAL SPACE' with options for account management and submission. A 'TAG CLOUD' is also visible on the right side. The footer contains copyright information and links for feedback and statistics.

Google Search

People Finder

Simple Submission

Star Chamber

Latest contributions

Most valuable content

Estimating: GREAT (Group EstimAtion Tool)

- Estimating Models taking into account
 - Type of Activity
 - Sizing Units (UseCasePoints, SLOC, other)
 - Taking into account relative Risk and Complexity
- Links in&out with methods and Engagement Management Tool

Accurate estimations are important for all parties.



GREAT: What does it look like?

1. Document & Size the Use Cases

Project: Use Case Sizing: Example use cases
 To insert or delete a row you must first unprotect the sheet. Remember to reprotect it afterwards to prevent accidental changes to formulae. [see pop-up Help]

Date: 12 November 2010

Person: Joe Schmo

Comment 1:

This use case sizing sheet accompanies the example use cases and storyboards. It shows how each use case is sized and contains comments against each use case to explain the logic behind the sizing.

Conditional Formatting

Use Case Ref	Use Case Name	Use Case Type	Complexity of Type	Flow Sizing (Fs)				Number of Boundary Classes (BCs)												Num. of Business Rules (BRs)
				Alt. Flows	Screens			Interfaces				Reports								
					S	M	C	S	M	C	Un-classified	S	M	C	Un-classified					
Totals:				46	31	15	0	0	2	12	4	0	13	5	2	6	126			
UC223	Upload Firm Data Items	CRUD	Medium	4	2												9			
UC224	Enter Firm Data Items Online	Transactional	Complex	3	2	1											8			
UC225	Validate Firm Data Items	Transactional	Complex	4		5											8			
UC230	Upload Offline Forms	Transactional	Medium	4	4	2											4			
Maintenance																				
UC414	Run System Reports	Query / Report	Complex	3									4	4	2		6			
UC415	Run Management Information Reports	Query / Report	Complex	3									8		6		6			
Schedule Management																				
UC101	Calculate Firm Schedules	Transactional	Complex	4					12	2							32			
UC102	View Firm Schedules	CRUD	Medium		3												5			
UC106	Load Firm MER Profile	Transactional	Complex							2							5			

Engagement Management (Project Management): EMpower

- Clarity PPM + OpenWorkbench
 - Project Planning and Scheduling
 - Project Effort Tracking
- Support from local 'Project Support Services' for a quicker start
 - Best practices according to project needs:
 - Fixed Price, Time&Material
 - Multi-team, multi-stream, multi-region

No “chasing of project management data”
by centralized, real-time management.

CLARITY

EMpower: What does it look like?

The screenshot displays the CLARITY software interface. On the left is a sidebar menu with categories: Personal (Overview, Organizer, Timesheets, Reports and Jobs, Account Settings), Portfolio Management (Programs, Projects), and Resource Management (Resources, Resource Finder, Resource Requisitions, Booking Status). The main content area is titled 'Overview: General' and includes a search bar and tabs for 'General', 'Day-2-Day', and 'Reports'. Below these are three panels: 'Favorite Photo' (showing the Eiffel Tower), 'My Projects' (a list of projects with status indicators), and 'Favorite Links' (a list of external links). An inset window shows a Gantt chart for a project named 'Global Clarity 7.5 - NOP Interface', with a table of tasks and their dates.

ID	Name	Start	Finish
100000	Initiate	8/15/00	10/15/00
101000	Project initiation	8/15/00	10/15/00
110000	Project proposal charter	8/15/00	8/15/00
110001	Initial project meeting	8/15/00	10/15/00
110002	Project initiated	10/15/00	10/15/00
200000	Development	9/25/00	12/15/00
201000	Specification	9/25/00	9/28/00
210000	Online interface	9/25/00	9/25/00
210001	Online interface	9/25/00	9/25/00
210002	Online interface	9/25/00	9/25/00
210003	Online order processing system	9/25/00	9/25/00
210004	Specification complete	9/28/00	9/28/00
202000	Technical Design	10/25/00	11/15/00
202001	Design interface	10/25/00	10/25/00
202002	Design tests	10/25/00	10/14/00
202003	Design order processing system	10/25/00	10/15/00
202004	Technical design complete	11/15/00	11/15/00

Collaboration & Configuration : CoConet

- CollabNet TeamForge (formerly SourceForge) + SubVersion
- Collaboration & Configuration Network to support distributed teams in
 - Documentation management
 - Trackers (facility for keeping track of arbitrary types of items with some workflow functionality)
 - File release and source code management

Even with people in many places collaborating on joint deliverables, it has to be 1st time right.



CoCoNet: What does it look like?

COLLABNET TeamForge

Projects My Workspace Admin Search History Knowledge Base User Community (KM2) openCollabNet

Project: GL-Group CoCo Deployment Jump to ID: doc1053 GO

Project Home Tracker Documents Tasks Source Code Discussions Reports File Releases Wiki Build & Test Project Admin Cappemini Clarity Cappemini DELIVER Cappemini KM2 Cappemini Wiki BAC Char

Documents > Project Repository > 4. CoCoNet Service > Support > Processes > Document Details Search Documents

Document Details (Active Version)

Document Name: SFEE Procedure: Project and User Account Creation	Status: Draft
Document ID: doc1053	Current Version: 2
Description: This procedure describes how to create projects and user accounts in the Cappemini implementation of SFEE.	Size: 455 KB
Version Comment: Changes done as per task2921	Lock: Locked
Version Created By: Manoj Pethe(deleted) - 24/08/2006 09:38 CEST	Locked By: Manoj Pethe(deleted)

[Edit / Update](#)

Versions Associations (1) Review

To set the active version, edit and unlock the document.

Active	Version	Version Comment	Review	Created By	Status
<input checked="" type="checkbox"/>	Version 2	Changes done as per task2921		Manoj Pethe(deleted) - 24/08/2006	Draft
<input type="checkbox"/>	Version 1	Initial version 001	Review Completed - 03/01/2008	Claus Horbach - 21/12/2005	Final

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Communication examples

- Besides Microsoft Office Communications Server –based apps:
 - Group Instant Messaging Service (GIMS+)
 - LiveMeeting (whiteboarding, web conference, audio...)
- A number of other tools are available:



eyeCatcher



LVIS with cPort

Non-verbal communication, also with customer,
should not be confined by 4 walls

Side-step: Capgemini PPM Research

- Capgemini's *Project Performance Improvement (PPI)* brings Project Portfolio Management (PPM) Services to its clients
- In light of years of PPM experience, PPI regularly researches:
 - The PPM Vendor Market
(the Functional Perspective)
 - The way our *customers* say they benefit from *their* PPM Tooling
(the User Perspective)

PPM Vendor Market Research (PPM, The Functional Perspective)

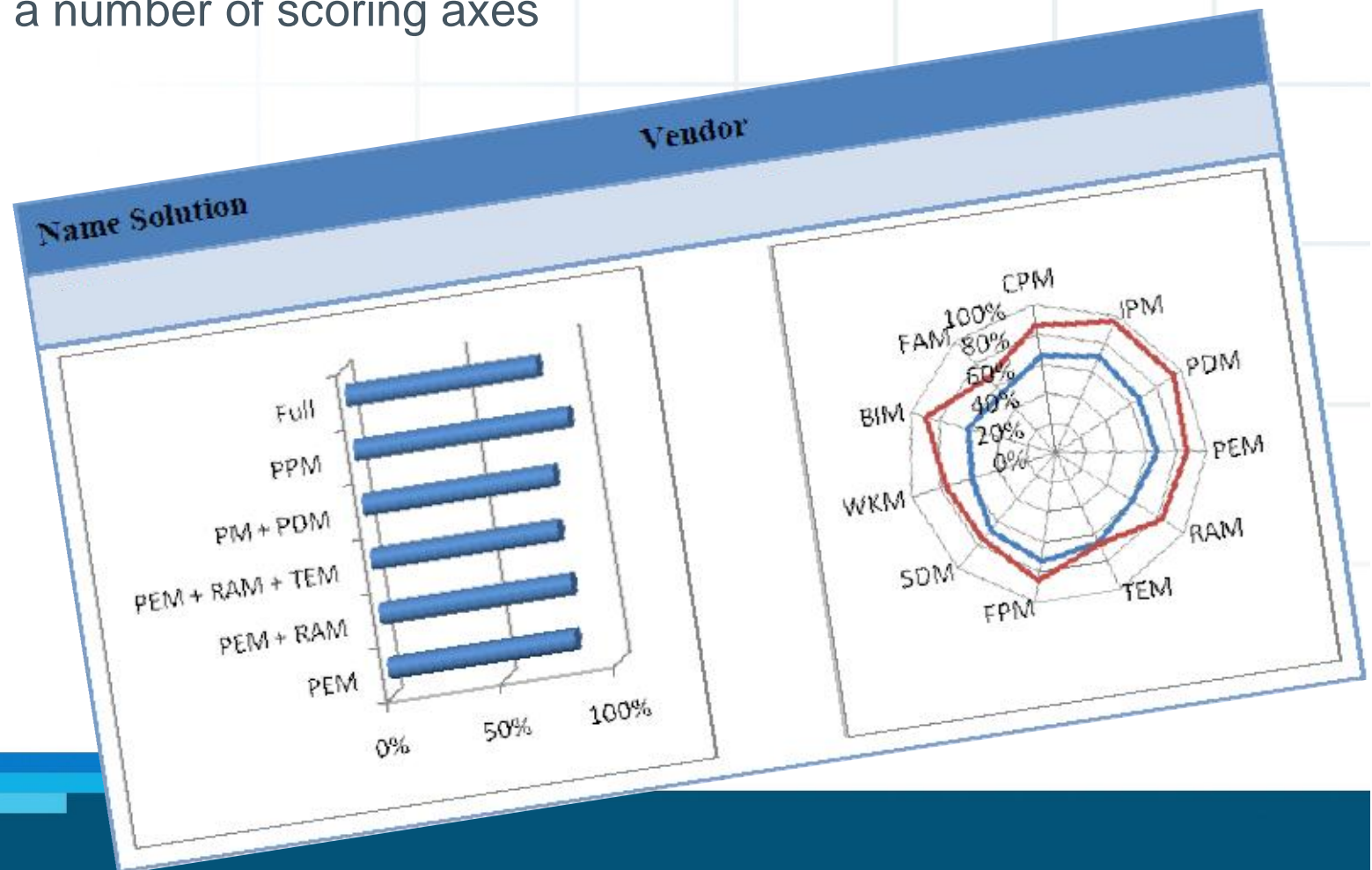


Project Portfolio
Management Solutions
The Functional Perspective



PPM Vendor Market Research (PPM, The Functional Perspective)

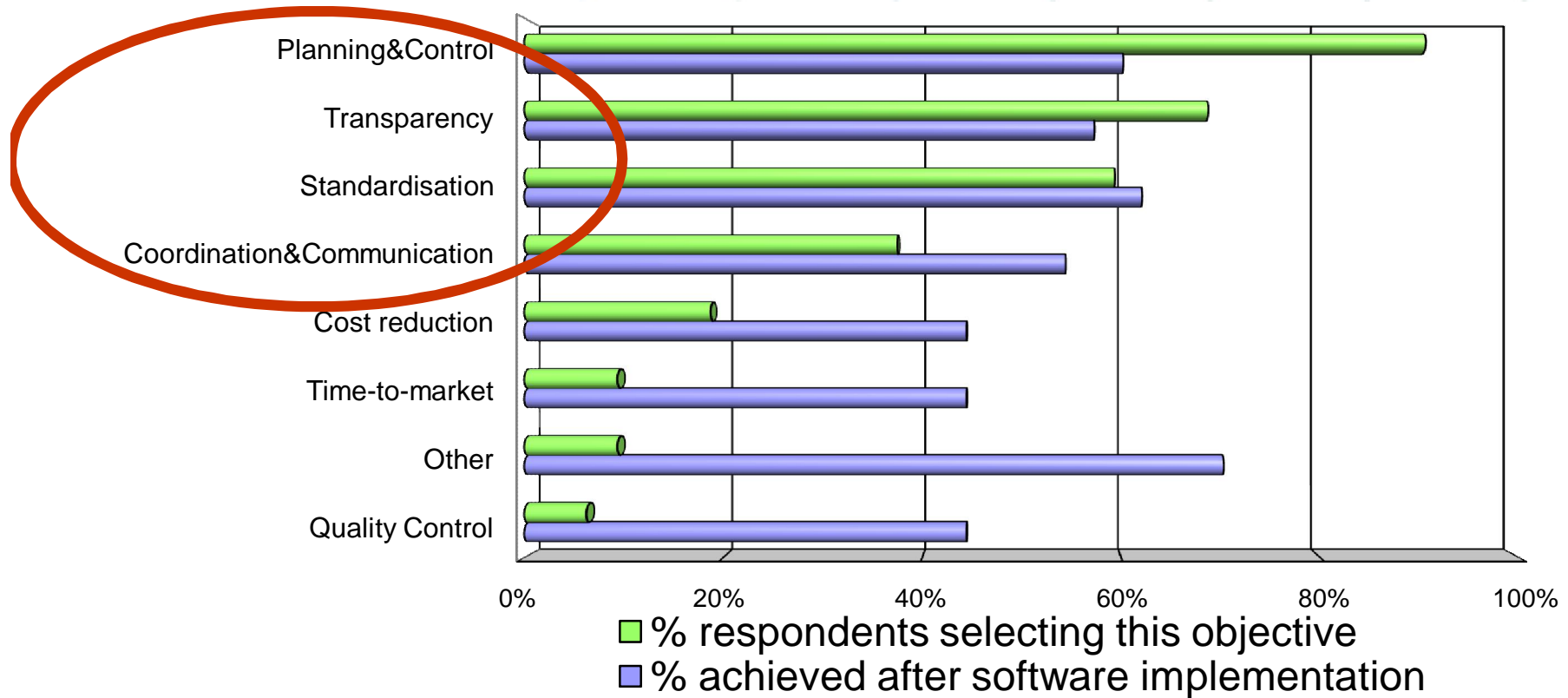
- Example of a scoring grid of a PPM Package along a number of scoring axes



PPM *Customer Research* (PPM, The User Perspective)



PPM Customer Research - Overall findings: Objectives & achievements PPM implementation



Tooling can contribute to reaching improvement objectives

Close

- Drop your card if you would like to
 - Receive a copy of 'PPM, the Functional Perspective'
 - Receive a copy of 'PPM, the User Perspective'
 - Participate in the next 'PPM User Perspective survey'
- Question & Answers on Capgemini Tooling