All Shared Services should be Self Service

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What do we mean by ‘shared services’?

Shared services represents the specialty roles, people, and services required for the success of an Agile Release Train (ART) or Solution Train, but that cannot be dedicated full-time.

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Common technology shared services
• Configuration management
• Data warehouses
• Master Data Management
• Infrastructure and tooling
• Internationalization and localization
• Security

Common non-tech shared services
• Training
• Technical writers
• Legal
What do we mean by ‘self-service’?

Any tools or people provided to the ARTs that enable the ARTs to plan their work without dependencies on a shared services team.

<table>
<thead>
<tr>
<th>Common tools</th>
<th>Virtual Desktop / Servers</th>
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<td>DSN request</td>
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<td>Language translators</td>
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<td>Voice recognition</td>
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Why self-service?

For the Enterprise

- Speed of change
- Ease of planning

For the Shared Service

- Focus on the future
- Survival
Technology shared services has two jobs

1. Maintain the technology, upgrades, architectural runway, new features, refactors, etc.
   - Requires a centralized team

2. Integrate into enterprise solutions
   - Requires a distributed team
Data warehouse shared service

Purpose 1
• Flow of data between disparate applications

Purpose 2
• Aggregation of data for reporting
Framework for data warehouse self service

Self Service Portal
- Schedules job(s)
- Creates security
- Updates dictionary

Source App
- Format
- Frequency
- Dictionary
- Access

Enterprise Reports

Data Reporting
- Format
- Frequency
- Dictionary
- Access

Reporting Service
- Transforms
- Reconciles
- Standardizes

Self Service Portal
- Schedules job(s)
- Applies security
- Provides dictionary

Receiving App
- Format
- Frequency
- Dictionary
- Access
Non-tech shared services also have two jobs

1. Keep up with knowledge and skills required for the shared service
   - Requires a centralized team

2. Provide Services for the ARTs
   - Requires a distributed team
Framework for non-tech self service

- Automate whatever you can
- Train whoever you can
- Relentlessly Improve
- Focus on Flow
Training services

Facilities
Course admin
Skills tracking
Course material preparation
Training & facilitation
Online Self Training Tools
Where are the bottlenecks with training?

- Can we eliminate with Demos?
- Automate with online training
- Automate with templates

- Measure cycle time for training prep
- Measure throughput of people trained
Thank you