

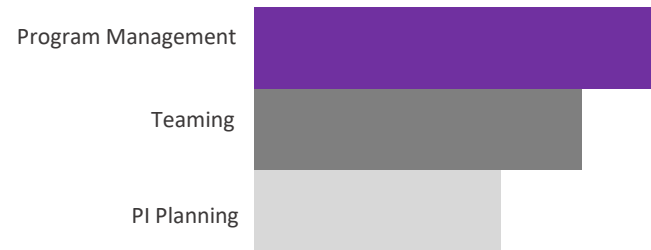


“ I just want to know the quickest way to get the software I need. ”

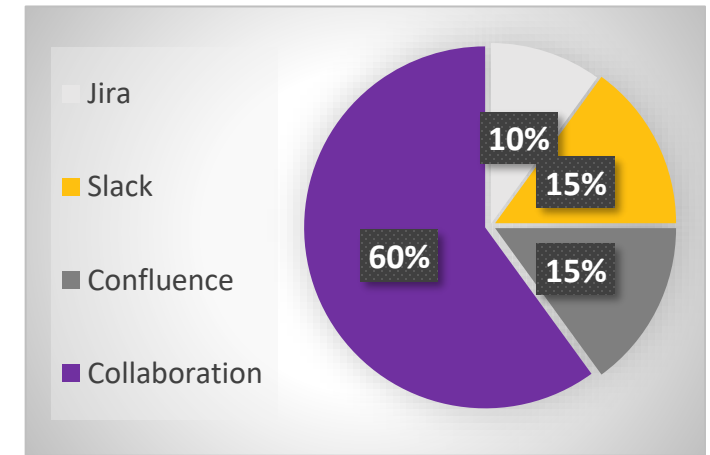


LOCATION: Elkridge, MD
AGE: 52
JOB TITLE: Program Director
JOB LEVEL:  entry level leadership
EDUCATION: MBA
TECHNOLOGY:  novice savvy

MAJOR ACTIVITIES



TOOLS



MY STORY

I spend most of my time overseeing ADO work for our Line of Business, and collaborating with a diverse team of BA, developers, testers, UX as well. I spend quite a great deal of my day communicating with staff ensuring everything stays on track. My job is to drive value and ensure timely and effective workflows in our day-to-day operations.

I have a great well-rounded team, but we are sometimes pulled by the need to get scoped work done and resource one off requests that pull on our resources. I would like to know the level of effort for each software request known before we request so that I can resource appropriately.

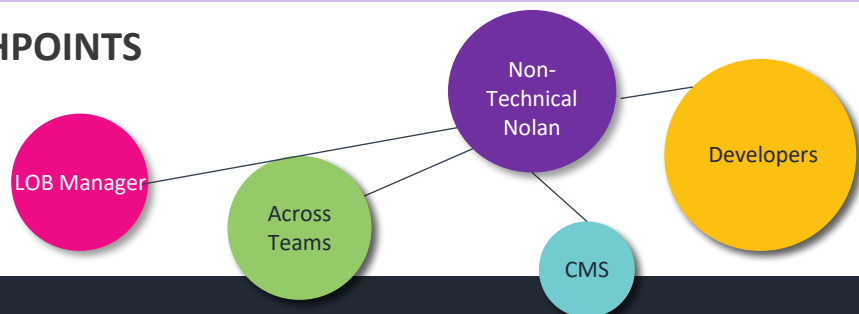
FRUSTRATIONS

- The team doesn't always know when it is necessary to submit a TDB request.
- Not knowing up front whether and to what extent I will need a technical SME
- The TRAPP is not as straight forward as it could be; better searching capabilities would help.
- Knowing when a product is similar but not the same

MOTIVATIONS

- Getting the software needed approved quickly and the teams operating somewhat independently
- Keeping teams on track and meeting deliverable dates
- Getting the work done right the first time and providing excellent service to our LOB

TOUCHPOINTS



OVERALL SATISFACTION

4

NUMBER OF SUBMISSIONS

13

