

# Project Overview Final

Sunday, December 08, 2019 1:31 PM



**Project Name: *Lazarus***

**Author/Presenter: Peter Marino**

## Description

The purpose of **Project Lazarus** is to review and ultimately revise the current SME Role Program implemented with an intent to better familiarize new analysts with their SME roles, as well as provide SME groups the tools and time they need to further develop themselves in their respective field.

## Project Missions:

- I. Dedicate time for SME group meetings
- II. Establish SME curriculums
- III. Assign mentors to new SMEs

## Mission I: Dedicating team meeting time

- Allowing each SME group to meet and discuss regularly removes the opportunity for miscommunication between team members and the ITSD. Frequency and length of group meetings will vary per SME role, call/chat queue, and other external factors.
- SME groups can meet to discuss current projects, KA changes, Infra queue tickets, and other SME related topics; proposed time being **once a month for one hour**. Below is a mock-up of the proposed monthly schedule:

	Mon	Tues	Wed	Thurs	Fri
Week 1	<a href="#">Telecom</a>	<a href="#">Messaging</a>	<a href="#">Citrix</a>	/	/
Week 2	<a href="#">DDT</a>	<a href="#">EntMon</a>	<a href="#">Security</a>	/	/
Week 3	<a href="#">SharePoint</a>	<a href="#">Mobility</a>	<a href="#">Web</a>	/	/
Week 4	<a href="#">Unix/Automation</a>	<a href="#">Digital Media</a>	<a href="#">SD Tools</a>	/	/

- Monthly meetings are tentative and subject to change for reason of other meetings, other use of development time, and other external factors.
- No SME group meetings will occur on Thursday and Friday due to low volume of working analysts. These days **can** be used for quick recaps by SMEs that may have missed an earlier meeting.
  - E.G., A DDT analysts missed their meeting on Monday, and met with another SME who attended on Thursday to briefly recap what was discussed.
- Certain SME groups will not require a monthly meeting, allowing for other use of development time by other analysts.
- This is vital in respect to the flow and accuracy of information to be harmonious between SMEs and the rest of the service desk.

## Mission II: Establishing SME curriculums

- The Curriculum will include lists of tools, techniques, tutorials, and other information that are used by the respective SME groups. This will help the analyst get a better understanding of what is expected from them, what work they will be doing, and how to best perform it.

- This curriculum can be amended by all SMEs in the group, but will fall under the responsibility of the **SME Mentor** for upkeep with new procedures, tools, knowledge, etc.
- On-boarding will work in a weekly basis over the course of a month; Senior SME and New SME will meet and cover SME related topics once per week while recapping what was covered the previous week(s). Proposed time being **one hour of development once a week for their first month**. Below is a mock-up of the proposed on-boarding schedule:

	<b>Messaging/AD On-Boarding</b>
<b>Week 1</b>	Welcoming/General Overview
<b>Week 2</b>	Splunk Reports & Mail Flow Analysis
<b>Week 3</b>	Advanced Exchange Troubleshooting
<b>Week 4</b>	Final Review

- The SME Curriculum OneNote can be found [here](#).
  - Similarly, the SME Curriculum can be found by navigating to the [ITSD Homepage](#), clicking on [ITSD Training](#), and can be found by scrolling down under the [SME Training Presentations](#) section titled **SME Curriculums**.

### **Mission III: Assigning Mentors**

- Assigning a mentor to new SMEs will assist these analysts with getting comfortable in their new role. The SME Mentor can educate the new SME on procedure, protocol, and answer any FAQ they may have regarding their new responsibilities using the SME Curriculum.
  - The SME mentor role can first be assigned by volunteer with approval of the SME group lead, and if no volunteers are made the most senior SME will be appointed.
- This also allows the SME Mentor to freshen up and get re-acquainted with their SME role as to keep them on top of all things SME group related.
- As stated in **Mission II**, the SME Mentor will be responsible for upkeep of the SME Curriculum; making sure all information is accurate and up-to-date., as well as scheduling SME group meetings.
- The SME Mentor is responsible for communication with Tier III teams regarding any important information/procedural changes regarding their respective role if the SME Lead is unavailable.
- This helps to establish a relationship with the new and senior SME, creating a bond to further elevate their work potential.

### **Project Rollout**

- **PHASE I - Preparation - Q1 2020**
  - Implement regular SME meetings
    - (amended from "regular" meetings to "as needed" meetings)
  - Create SME curriculums
  - Appoint SME Mentors
- **PHASE II - Implementation - Q2 2020**
  - Implementation of SME curriculums
  - Amend project as need be
  - Incorporate ITSMs SME project (TBD)
- **PHASE III - Review - Q3/Q4 2020**
  - Review project to date
  - Make changes accordingly

### **Conclusion**

It is believed that the recommended changes and additions to the current SME program will allow the opportunity for better development of new, current, and senior SME analysts, as well as ripple into the

rest of the ITSD. These changes would work well with the rest of the changes being made for the 2020 year and will only better our analysts while adding more structure to the program.

# The Contingency

Wednesday, February 26, 2020 9:01 AM



**Operation Name:** *The Contingency*

**Author/Presenter:** Peter Marino

## Description

The objective of *The Contingency* is to establish a plan of longevity to ensure that *Project Lazarus* will continue should the author depart for any reason. This will guarantee that the primary missions of *Project Lazarus* can be implemented and fully executed without chance of failure by means of a protégé.

## Objective Missions:

- I. Appoint a protégé
- II. Educate protégé on project missions
- III. Establish bridge of communication

### Mission I: Appointing a protégé

- A protégé will be selected based on general interest to take over the project
- That individual will be subject to what can be considered an interview to make sure they are the best candidate for the position
- Protégé should have an understanding of the project at hand, as well as plans for the future and beyond

### Mission II: Educating the protégé

- The protégé selected will be educated on everything related to *Project Lazarus*, and will be given full control access to it via the ITSD SharePoint site
- That individual will take full responsibility of the project, and will carry out the remainder of the missions in good faith

### Mission III: Establishing a bridge of communication

- Communication will be kept between the original author and the protégée who takes over the project
- The protégé will continue to keep the author up-to-date regarding the project and its past, current, and future missions
- The author will advise and assist in what ways they can to best aid the protégé to best serve the projects missions

## Conclusion

Assigning a protégé to take over *Project Lazarus* is the most foolproof method to ensure that the program can continue until it has been fully executed should the author depart for any reason. It is vital that the project missions be properly managed and given the opportunity to deploy for the project to have any effect. This plan is a failsafe and should only be considered if necessary.