



Seneca **Deloitte.**

**BRIDGING THE FUNCTIONAL
AND TECHNICAL DIVIDE**

SESSION 5038
Tuesday, November 7, 2017
12:45 PM – 1:45 PM



AGENDA

1. Introductions
2. Why this topic?
3. Observations: Communication and Collaboration
4. Suggestions: Communication and Collaboration
5. Toolbox
6. Conclusion
7. Questions and Discussion

PRESENTERS

Steven Budinszky

Senior Business and Records
Analyst

Seneca College

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Fun facts:

- Recently took a trip with my wife to Florida, main reason: to meet Beymax
- One of my favorite (basic) inventions is the back scratcher
- Once signed up for ballroom dancing lessons, lasted for one class (I have two left feet)

Bryan Sippel

Manager, Consulting

Deloitte

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Fun facts:

- I watched the series finale of Star Trek – The Next Generation at the SkyDome
- I thought bunnies laid eggs until an embarrassingly old age
- I'm not afraid to admit Taylor Swift has some great songs



SENECA COLLEGE

23 000 full time students
Opened in 1967
First college in ON to grant
Bachelor Degrees (2002)



Deloitte Partnership

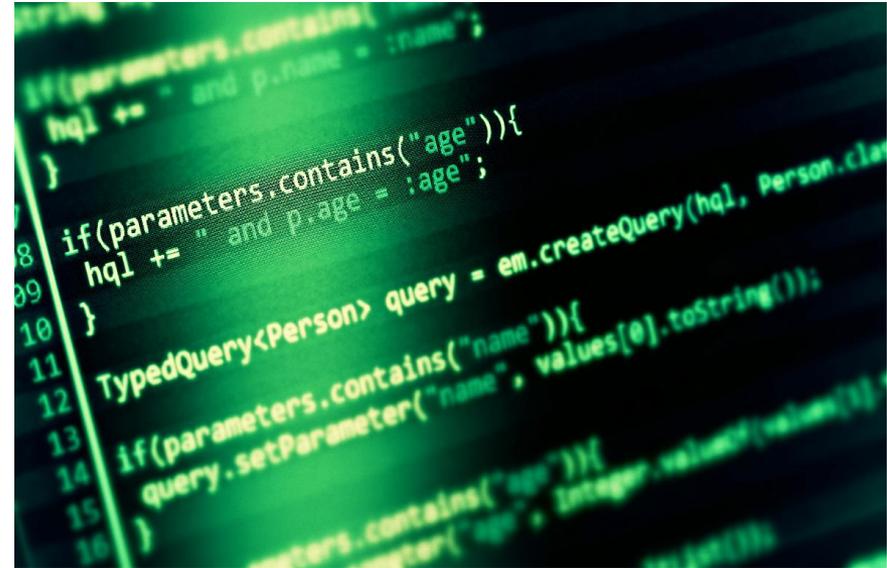
- Partner from initial stages of ERP project, through to implementation and post go live support (2012 to today)
- Continued partnership for ongoing projects/support
- Digital Marketing: Oracle Marketing Cloud (Eloqua) (2017)

SENECA AND DELOITTE

WHY THIS TOPIC?

Why are we here?
(ok maybe not that deep)

WHY THIS TOPIC?



THEMES

“finger pointing”

“silos”

“You stay on your side of the fence”

“big picture”

“communication breakdown”

“blame game”

“lack of detail”

“too much detail”

“collaboration”

“communication”

“end goal”

“how people talk to each other”

WHY THIS TOPIC?



OBSERVATIONS

Communication and
Collaboration

SYMPTOMS

DO WE HAVE A GAP?

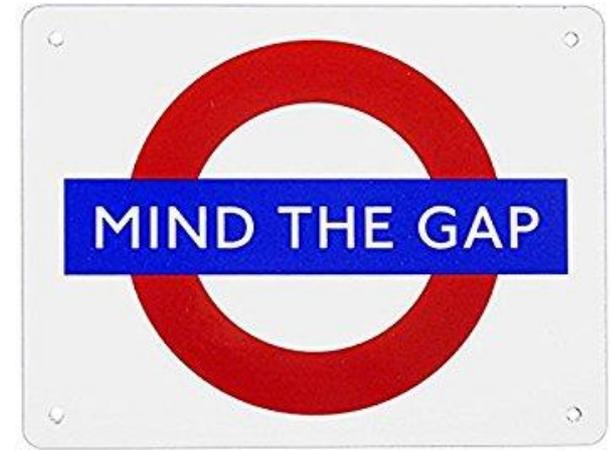
Unknown progress of items/tasks

Products that don't meet business requirements

Back and forth – constant changes

Blaming opposite teams

- *There is no gain in the blame game*



OBSERVATIONS

COMMUNICATION AND COLLABORATION

Functional Specs / Defect Reporting

- Too much/little detail
- Too technical – might not be best solution

Communication Breakdown

- Asynchronous exchange
- No regular/recurring touchpoints
- Requests not clear
- Provide the problem not the solution

SUGGESTIONS

Communication and
Collaboration

SUGGESTIONS

COMMUNICATION AND COLLABORATION

Functional Specs / Defect Reports

- Finding the right balance
- Detailed enough so requirements are clear
- Keeping it current

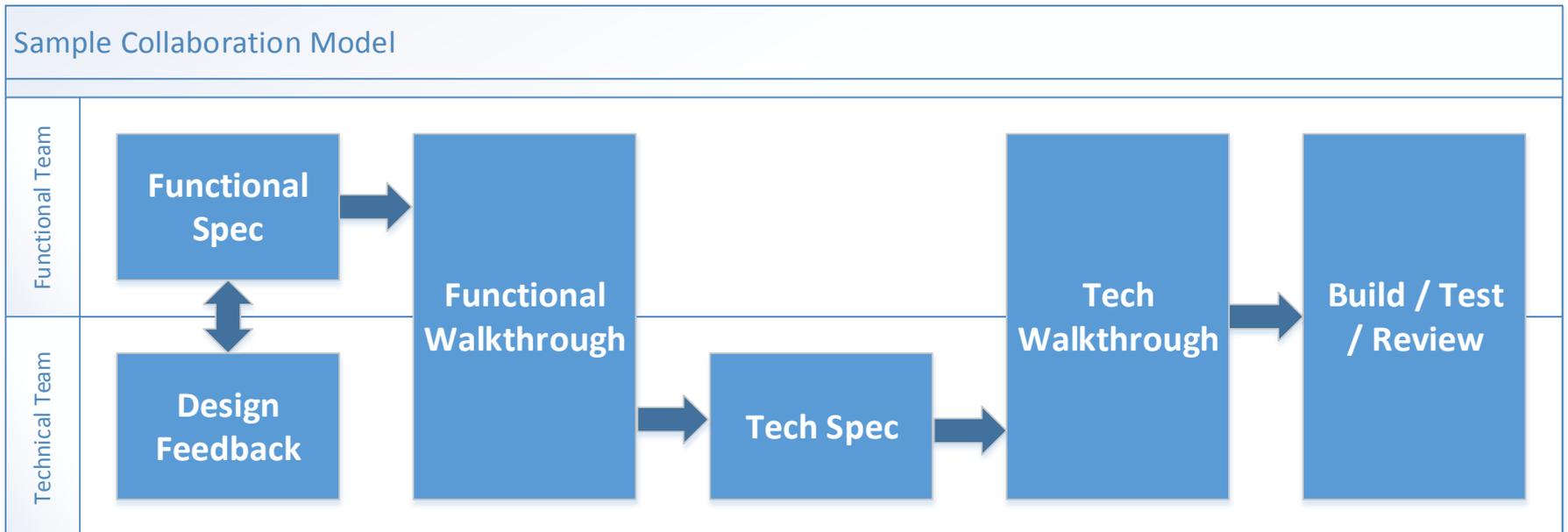


Cross Training

- Basics on both ends
- Enable parties to “speak the language”
- Elements, page/component/field references, scroll levels, parent/child relationships

SUGGESTIONS

COMMUNICATION AND COLLABORATION

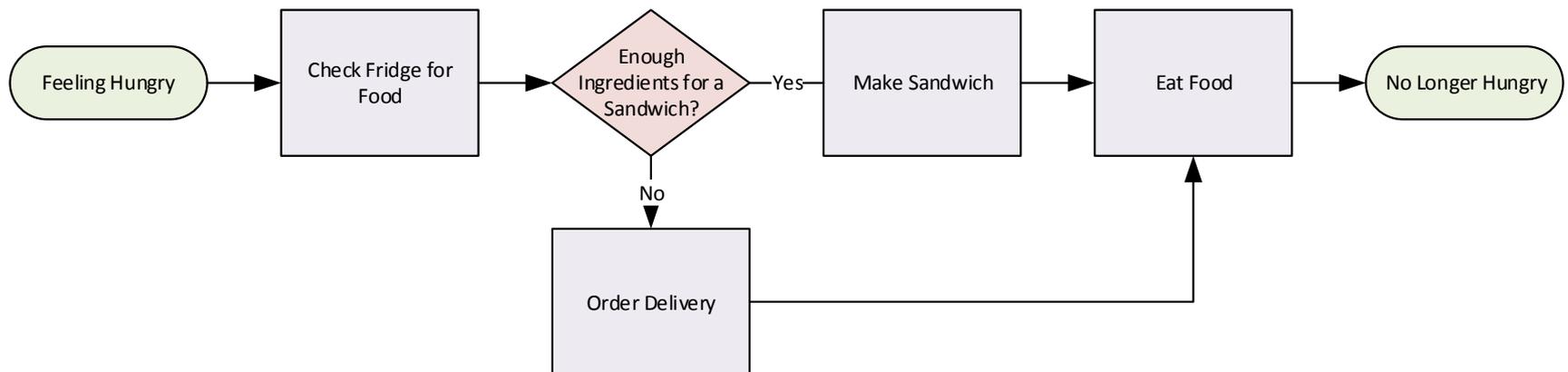


BUSINESS PROCESS MAPPING (BPM)

TEXT, FLOWCHART, OR BOTH?

When feeling hungry, go to the fridge and check for ingredients to make a sandwich. If enough ingredients exist, make a sandwich and eat it. If not enough ingredients exist, order delivery and eat it when received. Your hunger should now be gone.

VS



SUGGESTIONS

COMMUNICATION AND COLLABORATION

Communication

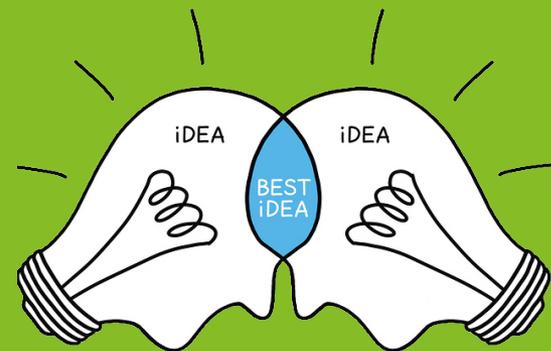
Communication should be ongoing throughout entire process

Clear and concise
Words and pictures

Collaboration

Work together – you have a common goal

Brainstorm / bounce ideas off one another



SUGGESTIONS

Avoid The Blame Game

Don't blame others for your mistakes.

When you do blame, do so constructively.

Set an example by confidently taking ownership for failures.

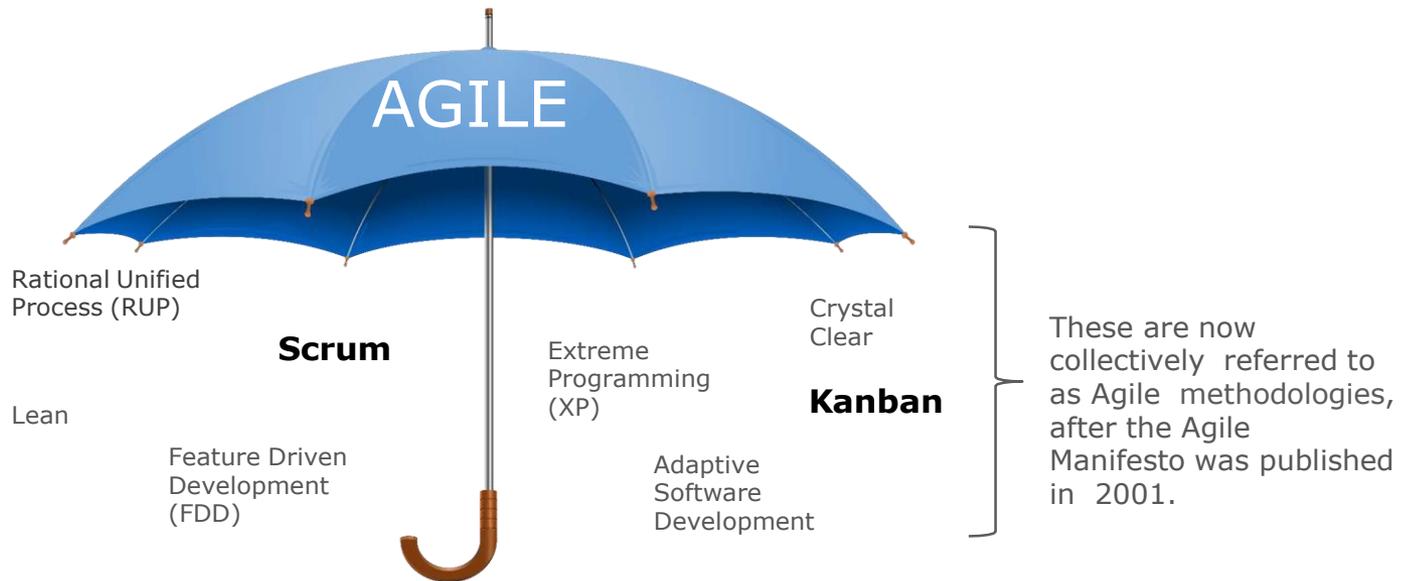
Always focus on learning.

Reward people for making mistakes.

Source: <https://hbr.org/2010/05/how-to-stop-the-blame-game>

AGILE

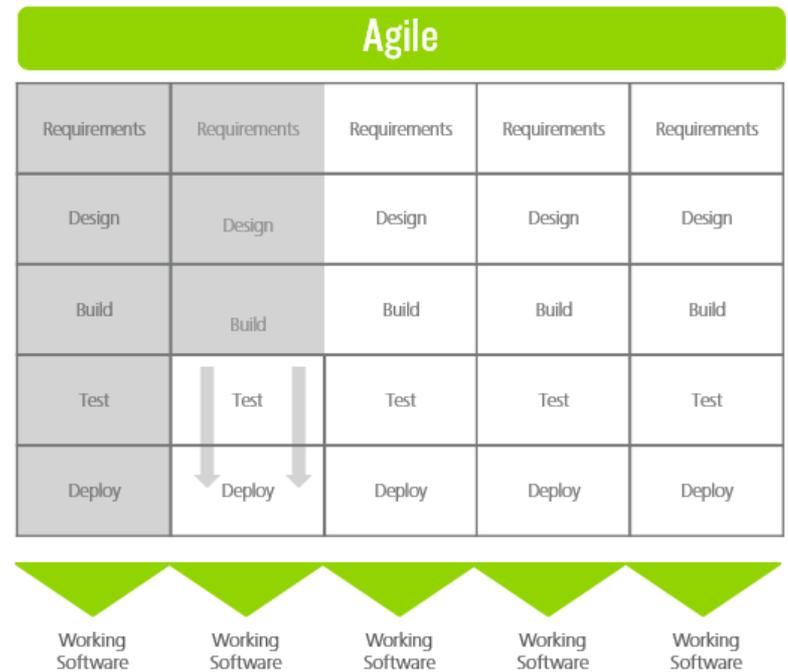
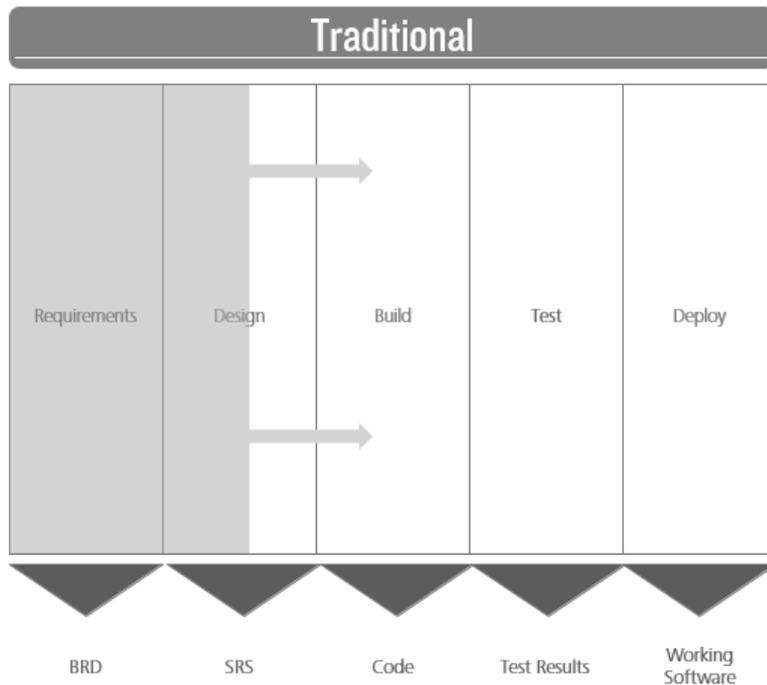
Agile is a group of software development frameworks and tools focused on **iterative delivery**, where requirements and solutions evolve through **collaboration** between **self-organizing, cross-functional** teams



SCRUM IS THE **MOST POPULAR IMPLEMENTATION** OF AGILE BASED ON SHORT ITERATIONS, QUICK FEEDBACK LOOPS AND INCREMENTAL PROGRESS

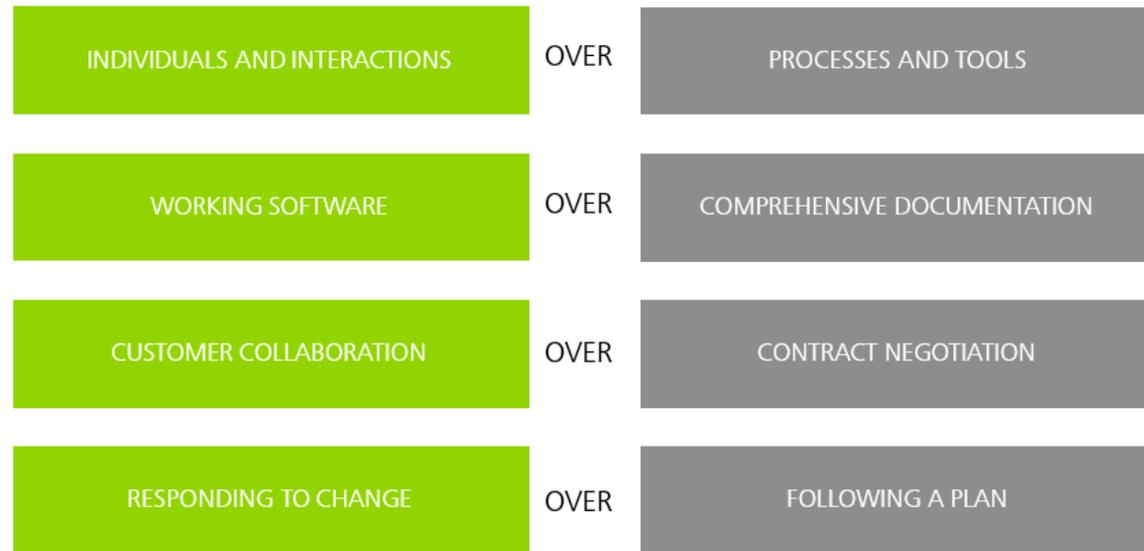
TRADITIONAL VS AGILE

THE CHANGING PERSPECTIVE OF PROJECT DELIVERY



MANIFESTO FOR AGILE SOFTWARE DEVELOPMENT

We are uncovering better ways of developing software by doing it and helping others do it. Through this work we have come to value:



THAT IS, WHILE THERE IS VALUE IN THE ITEMS ON THE RIGHT, **WE VALUE THE ITEMS ON THE LEFT MORE.**

AGILE

MIXED APPROACH – REAL WORLD AT SENECA

Traditional/Waterfall Approach was standard

As working relationships grew, approach became non-standard

Initial designs remained part of process, build/test phases were blurred

Unclear requirements were ironed out, new requirements were added/modified

Resulted in more comprehensive and robust solution

TOOLBOX

Technical References and
Documentation

COMMUNICATION TECHNOLOGY

Facilitating Collaboration



Ask “what format do you prefer?”

Recognize differences

Search for middle ground

Explore technology

OLD SCHOOL TOOLS

Facilitating Collaboration

Thank you cards

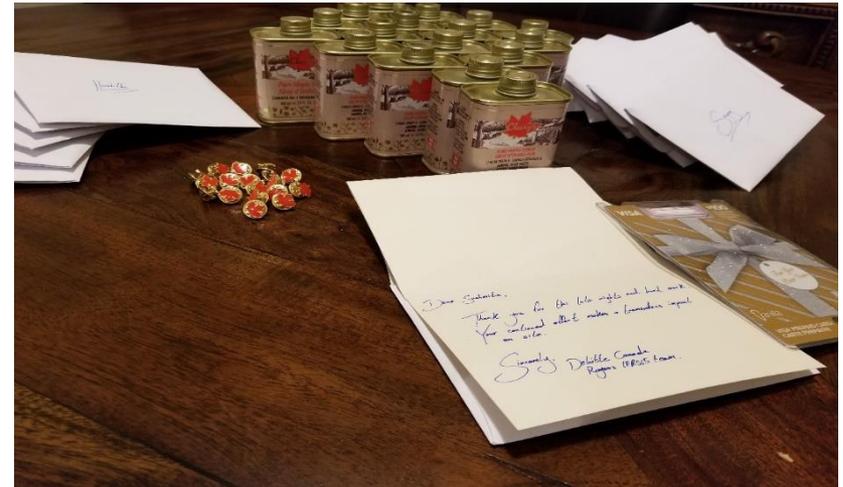
“We have all the symptoms of a high-octane project:

- *Late nights*
- *Early mornings*
- *Weekend work*
- *A multi-faceted globalized team*
- *A new product (with 1001 customizations)*
- *and a “3 in the box” relationship between the newfound technology partner, the client, and ourselves.*

As challenging as it has been we have had to discover new ways to bond as a team and carry this thing across the finish line. To that effect one of the ways in which we bridged the (rather large) gap across that little pond we call the Atlantic Ocean is by extending some Canadian hospitality to our USI team.

Through all the late nights, beginning/end of day touchpoints, and hand-off after hand-off we thought something extra was in order to acknowledge all the hard work happening so many miles away.

One of the onsite resources took it upon themselves to hand-write a thank you note to every member of the USI team (18 recipients in total between two offices: Mumbai, and Hyderabad). The notes included a small token of gratitude: a prepaid Visa that would work internationally, a Maple Leaf lapel pin to wear with pride, a small tin of authentic Canadian maple syrup, and a classic homemade pancake recipe.”



KEY TERMS AND CONCEPTS

FOR THE FUNCTIONAL USER

Component/Page/Field

Scroll Levels and Parent/Child Tables

Grid View

Translate Values

Message Catalogs

Flow Chart Terms

Ctrl + Shift + J

Inspect Element



"My job as a Business Analyst is to use these words a lot."



KEY TERMS AND CONCEPTS

FOR THE TECHNICAL USER

“Shop talk”

Organizational Structure

Decision Making Process

Structured vs Unstructured – Logical Approaches

SCREENSHOTS AND ANNOTATIONS

SnagIt

Step-by-step instructions

The screenshot displays the Oracle Education PeopleSoft interface. On the left is a 'Menu' sidebar with various application maintenance options. The main area shows the 'Program Data' form with the following fields:

- Program Number: 0
- Admit Term: 0700 2013 Spr
- Academic Program: LAU Lib Arts
- Academic Load: Full-Time
- Effective Date: 02/08/2017
- Effective Sequence: 2
- Expected Graduation Term: [empty]
- Campus: WALCR Walnut
- Year of Program: 1st Year

Annotations are placed on the interface:

- 1**: A red circle next to the 'Effective Date' field.
- 2**: A red circle next to the 'Program Action' dropdown menu, which is currently set to 'ADMT Admit'.
- 3**: A red circle next to the 'Transfer To' dropdown menu, which is set to 'Education'.

A 'Message' dialog box is open over the 'Program Action' field, containing the following text:

A Program Action of Admit is not valid for Effective Date: 2017-02-08, Sequence #: 2. (14600,100)
Admit is not a valid Program Action if the prior Academic Program Status is not Applicant or Waitlisted.

The dialog box has an 'OK' button at the bottom.

PSCHROME

Providing technical references to functional users

Record and field references

The screenshot displays the PSCHROME Test Results interface. At the top, a toolbar contains icons for home, help, refresh, settings, and print. Below this, the page title "Test Results" is shown. The user "Tom Tulip" and test ID "ADAPU000012" are displayed. The "Tests" section includes a search for "Test ID" and a "Checklist Item Update" button. The "Defaults for Components" section contains fields for "Test Date", "Data Source", and "Acad Level". The "Test Components" table has columns for "Component", "Score", "%tile", "Test Date", "Data Source", and "Acad Level". A red circle with the number "2" highlights the first row of this table. Below the table is an "Additional Test Data" section with a "Transfer To" dropdown set to "Prospect Data" and a "Go" button. At the bottom, there are buttons for "Save", "Return to Search", "Notify", and "Refresh". A red arrow points from the first row of the "Test Components" table to a blue-bordered box containing the following text:

Field: STDNT_TEST_COMP_TEST_COMPONENT\$0
Value:

PSCHROME

Providing technical references to functional users

Component and Page References

1

Page Information

Component: ACAD_TST_RSLT_ADMA

Page: STDNT_TEST_SCORE

Menu: PROCESS_APPLICATIONS

User: PS

Market: GBL

Path: /psc/cssbx92/EMPLOYEE/SA/c/PROCESS_APPLICATIONS.ACAD_TST_RSLT_ADMA.GBL

Tools: 8.55.02

App Server: //10.1

Web Server: ussltc.com

PS UTILITIES

Providing technical references to functional users

PS Utilities is a browser extension/add-on that works with both Google Chrome

Similar to PSChrome with some feature differences



PS UTILITIES

Providing technical references to functional users

Maintain Favourites across environments

The screenshot shows a software interface with a dark blue header bar containing the text 'PS cssbx5' and several icons (star, folder, pencil, document, magnifying glass, question mark). A red circle with the number '1' is positioned over the header bar. Below the header is a 'Menu' section with a tree view. A red circle with the number '2' is positioned over the 'Schedule' folder. The 'Schedule' folder is expanded, showing sub-items: 'SA Integrat', 'Class Search', 'Schedule New Course', 'Maintain Schedule of Classes', and 'Schedule Class Meeting'. The 'Maintain Schedule of Classes' item is highlighted with a yellow box. To the right of the menu is a search area with the text 'Enter any information you have and click Search. Leave fields blank for a list of all values.' and a button labeled 'Find an Existing Value'.

CONCLUDING THOUGHTS |

CONCLUDING THOUGHTS

Communication and Collaboration



- Finding the balance in regards to technical detail



- Speaking the same language



- Ongoing communication/collaboration



- Exploring and adding tools



Seneca
Deloitte.

THANK YOU!



PRESENTERS

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**ALL ALLIANCE PRESENTATIONS WILL BE AVAILABLE FOR
DOWNLOAD FROM THE CONFERENCE SITE**

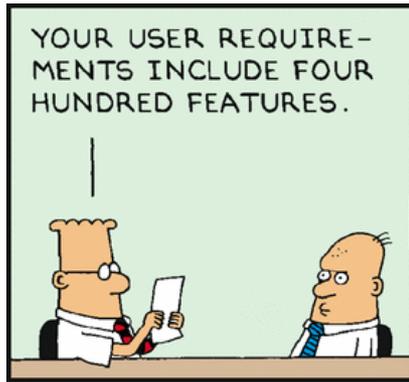
APPENDIX



DILBERT



DILBERT



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