



Lockheed Martin's Next-Gen User Support Model: How to Lean-Out Training

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About the Speakers

Jeremy Graham

- Digital Transformation/
Communications Specialist
- 11+ years experience, across Lockheed Martin Business Areas, functions and Lines of Business. Currently specializing in digital transformation initiatives and communications
- Favorite Sport: Ultimate Frisbee

Dru Senkungu

- Change Management /User Experience/Training Specialist
- 15+ years of Instructional Design, Training and Change Management. Prosci Change Management Certified with experience in User Adoption and User Enablement. UX Certified
- Enjoys playing the guitar

Key Outcomes/Objectives

1. Have fun
2. Network and engage
3. Learn something 😊

Agenda

- Why we retired the TE1 training environment
- How training sufficiency was maintained
- The UX End Game
- Questions/Discussion

Lockheed Martin Corporation

Headquartered in Bethesda, Maryland, Lockheed Martin is a global security, aerospace and information technology company that is principally engaged in the research, design, development, manufacture, integration and sustainment of advanced technology systems, products and services.

Aeronautics



Missiles and Fire Control



Rotary and Mission Systems



Space



105,000
Employees



54,000
Scientists and
Engineers



375+
Facilities
Worldwide



Operating in over
54
Countries

With **7,500+**
Employees



2018 Sales: \$53.8B

Backlog: \$130.5B

Stock Ticker Symbol:

- LMT on the NTSE
- Ranked 59th on the 2018 Fortune 500 list:
Industrial Corporations

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Why we retired the TE1 training environment



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The Right Tool for the Job



As epic as it is overkill

VS



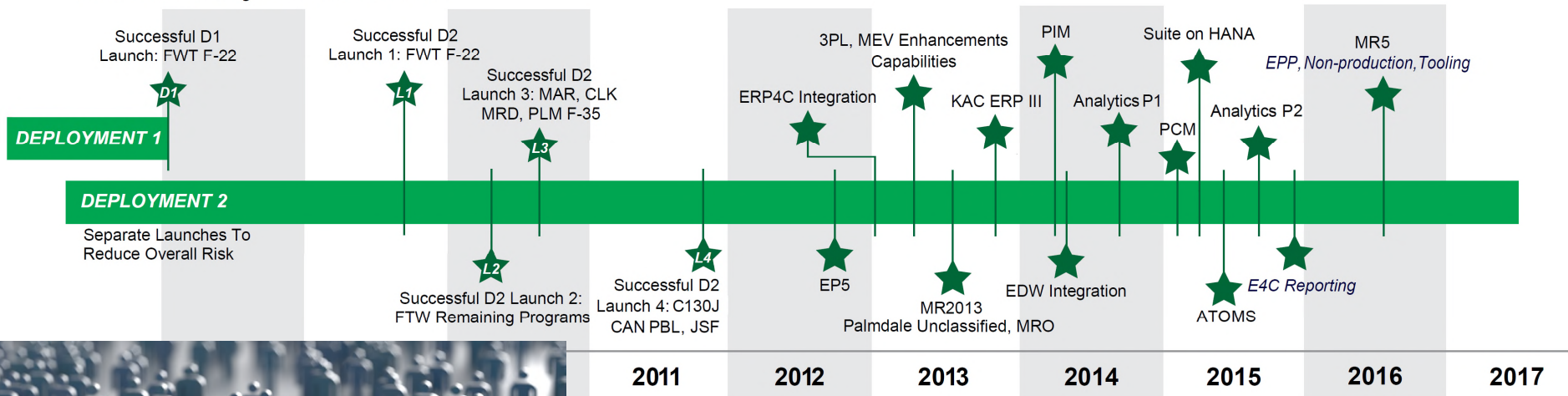
As efficient as it is adaptable

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Era of Massive System Launch was Over



OneAero Project Milestones:



TE1: Data/Maintenance Nightmare

- Since 2010, average of ~1700 Rev-Tracs per year promoted to PE1
- Difficult to keep TE1 synchronized
- Infrastructure team had higher priorities than periodic TE1 refreshes
- Much of the data became stale
- Led to sub-optimal student experiences in some cases

Cost Savings

- Team member data/SME support
- IT system maintenance support
- C&L team coordination time
- Freed up some amount of infrastructure bandwidth



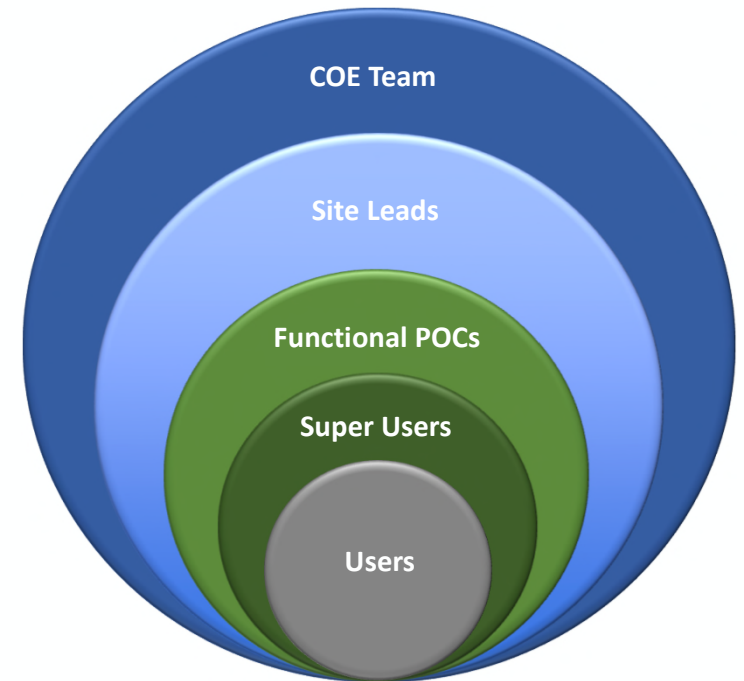
Next Gen Technology Enablement

- Time and resources could then be reallocated to next-gen UX technologies and projects
- This represents the real training end game – we'll revisit this at the end of our presentation

How We Maintained Training Sufficiency

A Brave New World

- Empowering the business to own the onboarding and sustainment of their users with the smaller process team helping with new functionality
- We've empowered business to own new user onboarding, by SME/SU-led OJT training, using existing training materials



BPPs (Business Process Procedures)

- Enhanced BPPs, covering very high % of normal system functionality (will include the advantages of using BPPs in training – BPP usage drastically reduces risk of things going wrong during live training)
 - Repeatable
 - OnDemand
 - Require minimum maintenance

Robust Training Repositories

- Simulations
- Videos
- Job Aids – *tailored to support Agile methodology*



Ensure Training Concurrency

- Tracking via the Change Control Board
- Simultaneous updates to all modes of training delivery
 - Job Aid
 - Business Process Procedures
 - Courses
- Communications to impacted audiences



Transfer of Ownership to the Business

Empowered business to:

- Onboard new users
- Small impact user training delivery
- Simple training documentation
 - SME/SU-led OJT training
 - Use existing training materials



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Super User Program

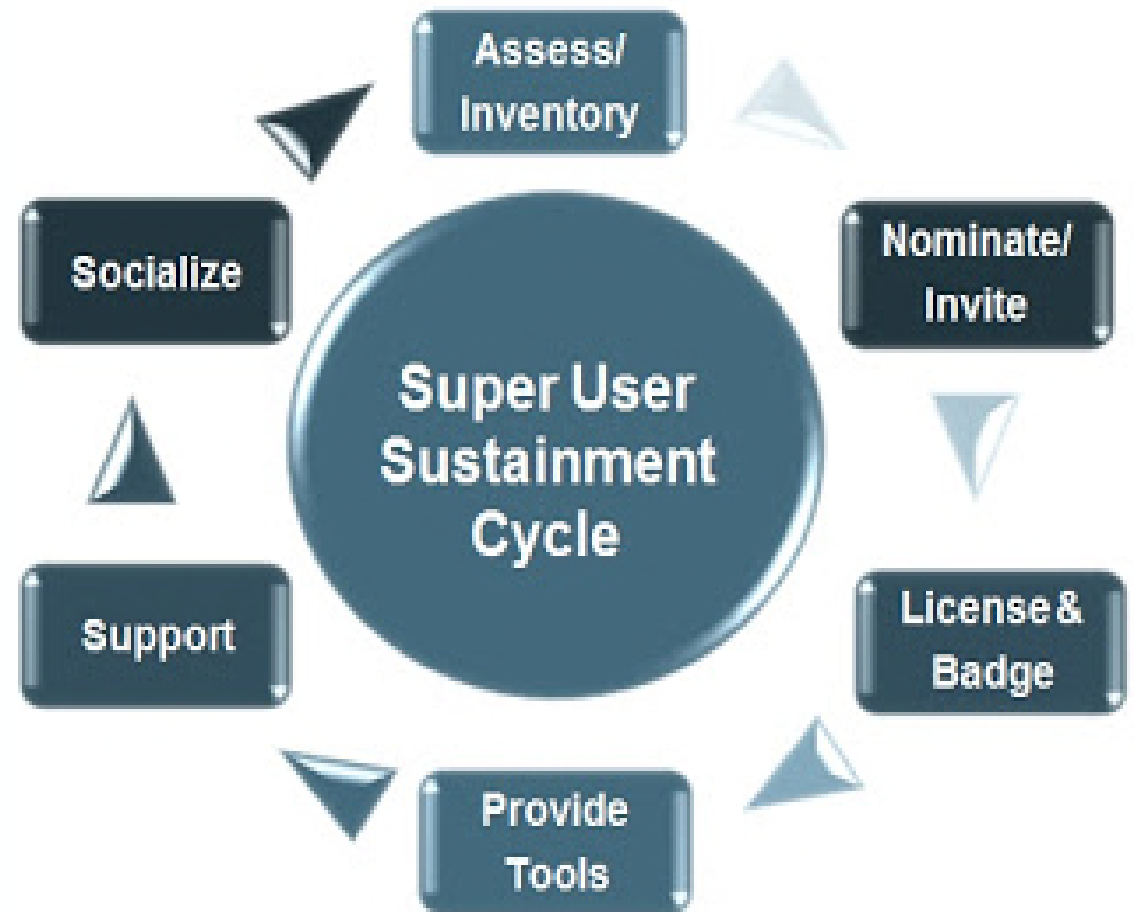
- First line of support
- Frontline advocacy
- Change agents

The logo for 'superuser' features the word 'superuser' in a blue, lowercase, sans-serif font. Above the text is a dark grey horizontal bar with a slight 3D effect, as if it's a shelf or a platform.

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Super User Program Sustainment

- Nomination
- Licensing
- Tools
- Support
- Socialize
- Inventory



Section off Quality Environment

Repurpose clients for a short period

- Large user impact
- Complexity of the functionality
- Frequency of use of functionality



ERP COE members returning to the business

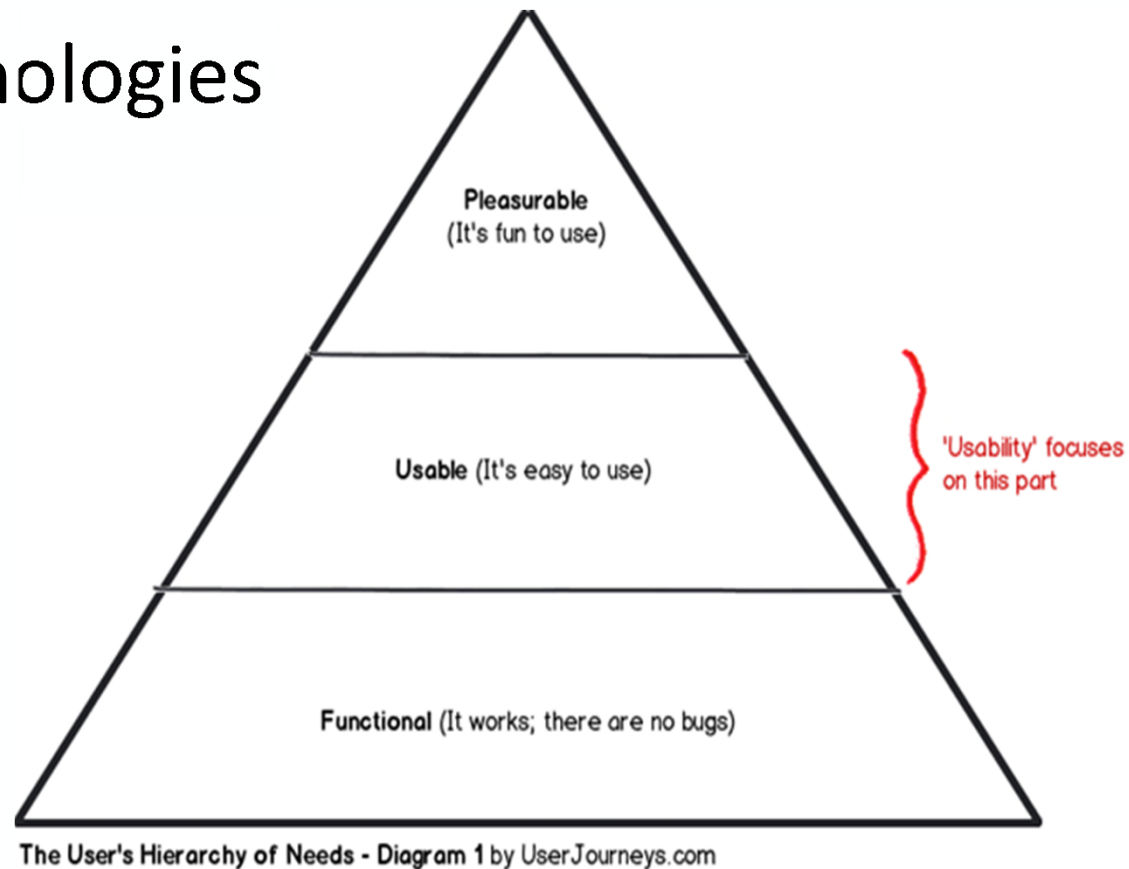
Team members returning to the business
took back:

- Critical mass of knowledge
- Expertise
- ERP COE closer to user base



UX Technologies

- Adoption of UX technologies
 - FIORI
 - Personas
- Usability Testing



The UX EndGame

The UX End Game

- The more you invest in UX upfront, the faster you become more efficient, enabling further focus on making functionality as intuitive as possible



Q&A

For questions after this session, contact us at jeremy.m.graham@lmco.com and druscilla.senkungu@lmco.com

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Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

<http://info.asug.com/2019-ac-slides>

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