

Project Charter

AMBITION

Increase the employee experience and their satisfaction regarding the IT support and services

EXPECTATIONS

1/ Provide an intuitive journey to Users : IT Service Catalog re-design and improvement

- Simplify Service Requests forms & overall site

2/ Reporting and Service Performance

- Follow the progress of their operations in Helix.

3/ End-user Communication & Training

4/ Shift-Left

- Improve ChatBot efficiency

5/ ITIL Core Processes

- Improve and automate Asset Mgt process (ex: automation of CMDB population; link Assets and Services inside CMDB, etc)

INTERDEPENDENCIES

- Employee Journey roadmap
- ONEDesk program
- Fusion program