

# Helix upgrade



## Initiative brief

💡 Readme

\*Required information

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## Project details

<b>Phase</b>	
<b>Status</b>	<div style="display: flex; gap: 10px;"> <div style="border: 1px solid orange; padding: 2px 5px;">IN PROGRESS</div> <div style="border: 1px solid blue; padding: 2px 5px;">UNDER REVIEW</div> <div style="border: 1px solid green; padding: 2px 5px;">APPROVED</div> <div style="border: 1px solid red; padding: 2px 5px;">NOT APPROVED</div> </div>
<b>Date</b>	Enter the starting date of your initiative, by clicking on the calendar icon below 30 Jan 2023
<b>Initiative name</b>	Helix platform needs to be upgraded to bring : <ul style="list-style-type: none"> <li>▪ new features for ours users (40% of SBS current requirements) and</li> <li>▪ more stability with common platform and common foundation, between ITSM and BWF (Business Workflow-used by SBS agents)</li> </ul>
<i>ID Provided by DT PMO</i>	
<b>Domain &amp; Product</b>	
<b>Domain Journey / Platform</b>	Employee journey / EBS Platform
<b>Product</b>	Helix
<b>Initiative Ownership</b>	
<b>Digital transformation leader</b>	Enter the Digital transformation leader, using « @ » for user attribution @
<b>Product Manager / Service Delivery</b>	Product Manager TBC / Service Delivery Manager DO Thi Hanh Doan
<b>Roadmap &amp; Key objectives</b>	
<b>Roadmap</b>	<a href="#">Access the defined priorities</a> Upgrade to version 21.3 (or further 22.1)
<b>2022 Digital Technology Key objective</b>	
<b>Priority</b>	Priority 1 - Part of RUN the business

## My tasks

- Enter your task here, using « @ » to assign it to a user and « // » to select a due date
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## Phase 1: Envision - High level initiatives

Understand: Why is this initiative proposed? What are the consequences if not done? What are the new capabilities expected?

Helix platform needs to be upgraded to bring :

- new features for ours users (40% of SBS current requirements) : [LINK](#)
- more stability with common platform and common foundation, between ITSM and BWF

If the upgrade cannot be done, business continuity might be impacted (we met several P1 during 2022), and no reporting capabilities will be available after 2023.

## First, let's start with the Problem space

### 1.1. Reason

#### \* Why is this initiative proposed today?

Explain what are the motivations and the expected objective behind this initiative

In 2022, we met several P1 incidents linked to the system unavailability and instability.

Also, among the pain points shared by our users, part of them will be answered by the new features included in the coming version of the product.

Last but not least, new features will answer not only to final users pain points, but will also answer to DT needs.

This upgrade is proposed now as it is the only slot to do this upgrade in 2023, taking into account Po2 timeline and risks.

#### \*What are the consequences if not done?

If the upgrade cannot be done, business continuity might be impacted (we met several P1 during 2022), and no reporting capabilities will be available after 2023 (upgrade is a pre-requisite to move from Smart reporting to BMC Helix Dashboards)

### 1.2. Benefits

#### What are the new capabilities expected?

Among the long list of new features, we have :

- Major incidents mgt process
- Transparency of the requests (from the user point of view)
- One reporting platform for all modules (ITSM and BWF)

<https://docs.bmc.com/docs/itsm213/21-3-enhancements-1027559841.html#id-21.3-enhancements-21.3>

#### What will it replace? Is it a new solution or an existing one?

This is an upgrade, so the product already exists in Solvay landscape

### 1.3. Target users

#### Who are the future users?

Identify the future users (BU, sites...) and population concerned

The future users will remain the same : all Solvay users, including externals (final users, DT agents, SBS agents)

**How many people are facing it?**

What is the number of users impacted?

22 000 users (all Solvay users) + Externals

**What are the demographics of target users?**

WW, all continents, all countries inside Solvay

**What about the Business space?**

**1.4. Value proposition**

**What is the business outcome?**

What investment principle does it meet? To bring what key value?

Business continuity  
New features facilitating daily activities

**What value will the product / deliverable add to the business?**

Business continuity

**1.5. Business goals**

**How does the product / deliverable align with the business goals?**

Save time via the tooling to be better focused on business

**1.6. Challenges**

**Are there any challenges in developing the product?**

No

**1.7. Business metrics**

**How will we measure success?**

Less P1, less evolutions requested

**1.8. Cybersecurity**

Please answer questions in the [“Security Scoring”](#) and the [“Initiative Card”](#) sheets in order to determine the level of support you need and contact the team: [Benjamin Poissonnet](#) (benjamin.poissonnet@solvay.com), [Hamza Lamnouer](#) (hamza.lamnouer-ext@solvay.com) or [Hicham Alaoui](#) (hicham.alaoui-ext@solvay.com)

**1.9. Up to investment**

**What is the coherent time to commit on the initiative?\***

<b>Estimated initial date*</b>	<b>Estimated end-date*</b>
30 Jan 2023	31 May 2023

**What is the coherent money to commit on the initiative?\***

	2022 (in K€)*	2023 (in K€)*	2024 (in K€)
<b>Estimated size of investment (high level)</b>		140k€	

**What is the coherent run and build commit on the initiative?**

<b>Estimated run costs (estimation high level) - on 10Y</b>	<b>Type of savings expected /year for DT (Ex: Contracts, FTE, ...)</b>
<b>The current costs (BMC contract: 1.9 Millions / 3years) won't increase with this upgrade</b>	none

## 1.10. Resources

**What skills and talents do we need?**

Key users from current Helix, both on DT and SBS  
Resources of BMC and Infosys are available as soon as we get the PMO validation.

## 1.11. Methodology to apply (refer for Accolade)

**Waterfall methodology**

- Special model

## Phase 2: Strategize (in draft - work in progress)

How this bring value? Which pain points will it removes? Will it be delivered in Agile or Waterfall?

- Converged platform: will bring current used modules closer together (same database), will remove asynchronous issues and ease reporting needs
- Will bring more stability
- Will ease following upgrades (duration, complexity)
- New features for SBS users (40% of SBS current requirements) : [LINK](#)
- New features for DT users: [LINK](#)

The project will be delivered in Waterfall.

## Now, we can move on to the Solution space

### 2.1. Actions to complete

**Mandatory actions\***

Status	Description of the action / task	Contact	Document & examples
IN PROGRESS	Book the capacity planning tool	ARPIN, Florine	Capacity planning tool
DONE	Complete Accolade	Claire Bazin	Accolade
DONE	Review with « Product » and « Platform » Architect the actual solution answering the objective	Florent Thivin (Structure)	Impact analysis
TO DO	Check you have confirmed the involvement / non involvement of each platform	DT (EBS Platform + Hybrid & Cloud Platform including CMDB Team) + SBS	
DONE	Identify security requirements (Confidentiality, Integrity, Availability) and define security measures to be implemented by the initiative team	Benjamin POISSONNET	Security Questionnaire
DONE	Compliance by design : Export control : Assessment (encryption E2E, access management (who access), user location, governance ...)	N/A	RADAR /SENTRI
DONE	Support for budget estimation, Financial evaluation, saving validation	Jill Wilson	
<b>Optional (N/A)</b>			
TO DO	If any relation needed with a supplier  Need to complete RADAR/SENTRI upfront before meeting with Procurement + Legal	N/A	
TO DO	If it concerns a key supplier, a sourcing strategy has to be defined	N/A	
TO DO	If conformity by design is required	N/A	RADAR, GMP (pharma), ISO
TO DO	<ul style="list-style-type: none"> <li>Is the business ambition you will support improving or not sustainability?</li> <li>Will you increase or decrease the number of hardware we need to operate? How much ?</li> <li>Will you generate or transfer an important amount of data, especially videos? How much ?</li> </ul>		

## 2.2. Users needs

What do users dislike about the current solution?

What tools or features do your users wish to have?

What value will it add to the user's lives?

## 2.3. Competitors

Who else has already solve the same problem?

N/A

## 2.4. Feasibility

Is it feasible?

Yes

## 2.5. Risk Analysis

What are the risks?

Are there any internal / external constraints and what are the preventive actions associated?

Refer to Accolade

# Phase 3: Plan

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Understand: