knowledge17

WORK at LIGHTSPEED

Design Led Enterprise

Rob McDonnell

Head of Enterprise Products
Air New Zealand

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servicenow

Speaker Introduction



Name: Robert McDonnell

Title: Head of Enterprise Products

Function: Awesome Employee Experience

Company: Air New Zealand

Experience: 20+ years in Digital - development, consulting, ERP, CRM, Telecommunications, Mobility, DX

Expertise: Products, Agile, Mobility

Current Projects: SeviceNow expansion, O365, RPA, BOT pilot projects, Workday implementation

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Name: Air New Zealand

Industry: Airline, Travel & Tourism, Digital Retail

Market Focus: Leading Digital Airline, serving New Zealand, Pacific Rim, Asia and US markets

Company's Primary Products/solutions:

- Airline Travel
- Airpoints (NZ's #2 currency)
- Experiences

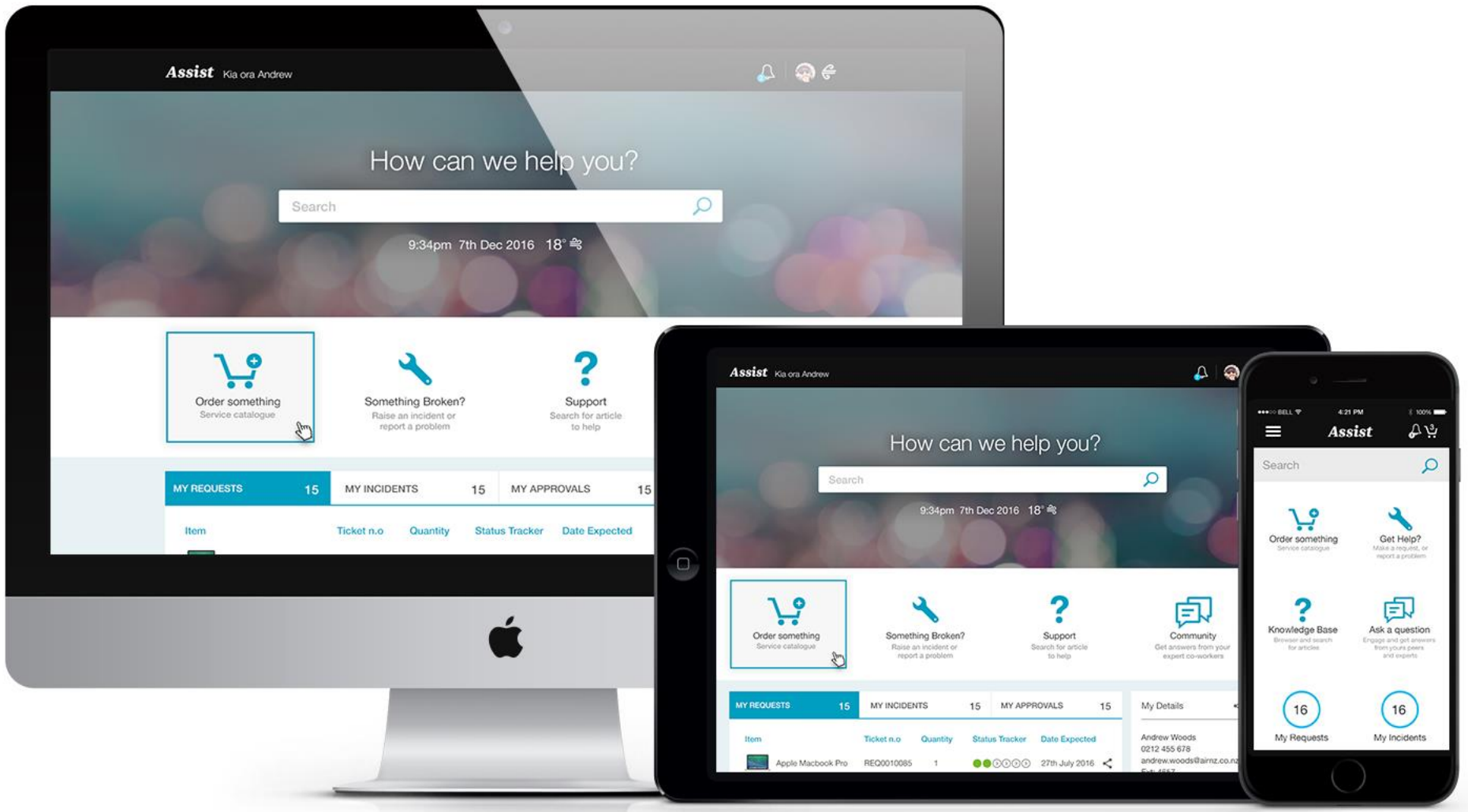
Company-wide Initiatives

- Digital Retailing
- API's and un leasing the potential of
- Digital Transformation / Agile Organisation
- Future of Work

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AIR NEW ZEALAND

A STAR ALLIANCE MEMBER


Assist
Kia ora Andrew
How can we help you?
Search
9:34pm 7th Dec 2016 18°
Order something
Service catalogue
Something Broken?
Raise an incident or report a problem
Support
Search for article to help
MY REQUESTS 15
MY INCIDENTS 15
MY APPROVALS 15
Item
Ticket n.o
Quantity
Status Tracker
Date Expected
Community
Get answers from your expert co-workers
My Details
Apple Macbook Pro
REQ0010085
27th July 2016
Get Help?
Knowledge Base
Ask a question
16
My Requests
My Incidents

Our Story

Our Challenge



Business outcomes



X % of projects fail

satisfy the quiet failure

We needed to
think *differently*

How do you run a project without it feeling like a project

Discover new ways to

build real empathy

Look up journey and you'll see campaign and adventure

How and Why

Customers are the life blood of our product

Who are our customers?

Seamless and Meaningful

Customer led design



Start here



Finish here

Transform the Service Desk experience
for everywhere we fly and further

We *changed* how we worked



Community

radically collaborative

Our job is to make your job easy

Our recipe



Stuart
Business Analyst



Farren
Systems Analyst



Bing
Developer



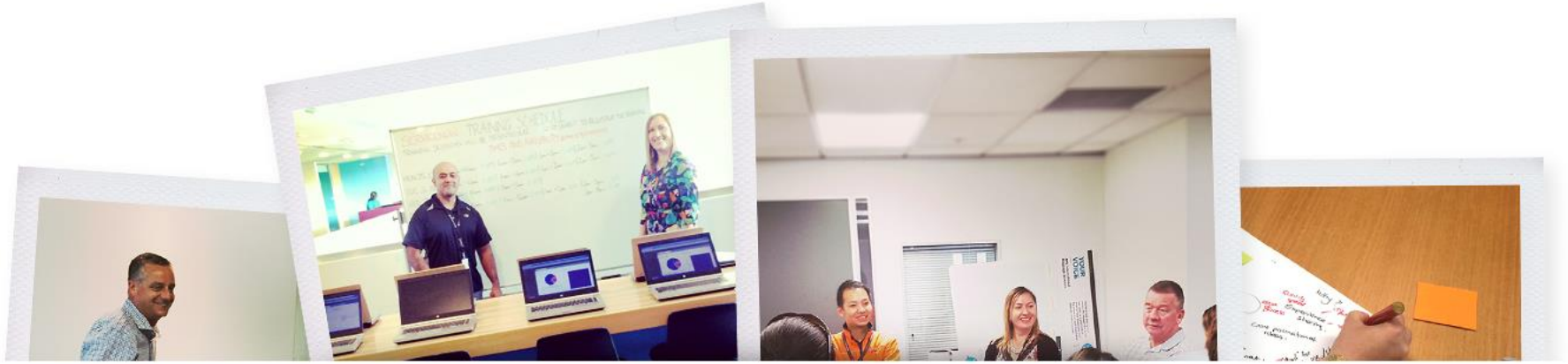
Andrew
UX Designer



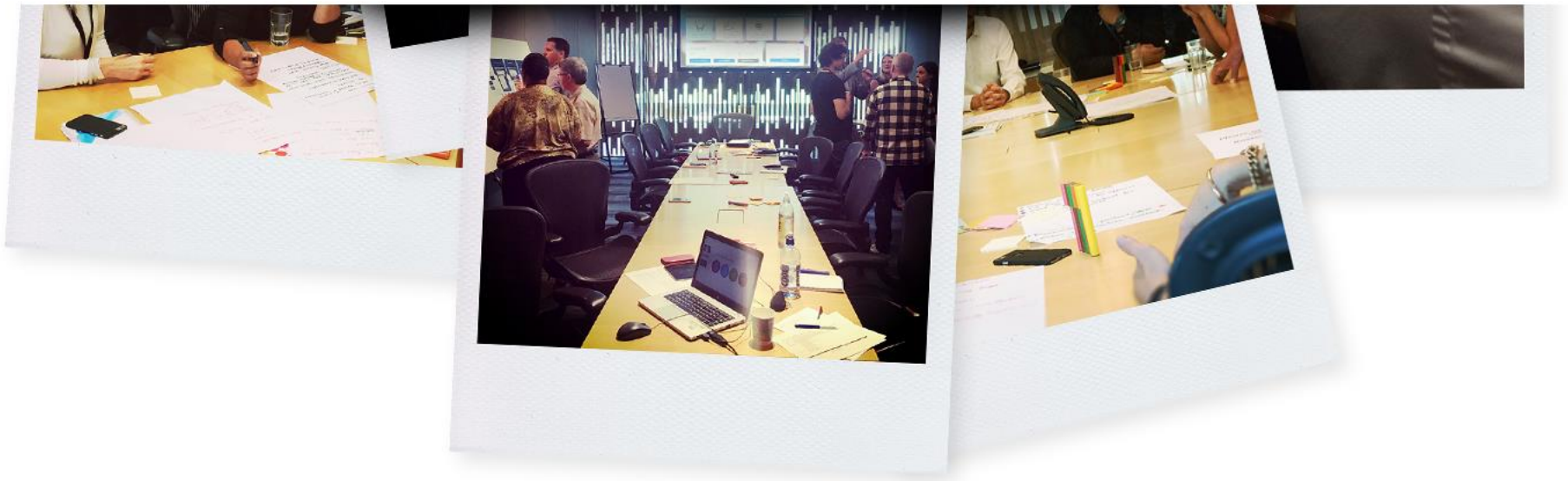
Jaclyn
Project Manager



Vanessa
Tester



Facilitation



check in

I feel



to be here in Orlando

I'm in.

Welcome !

your turn

I feel

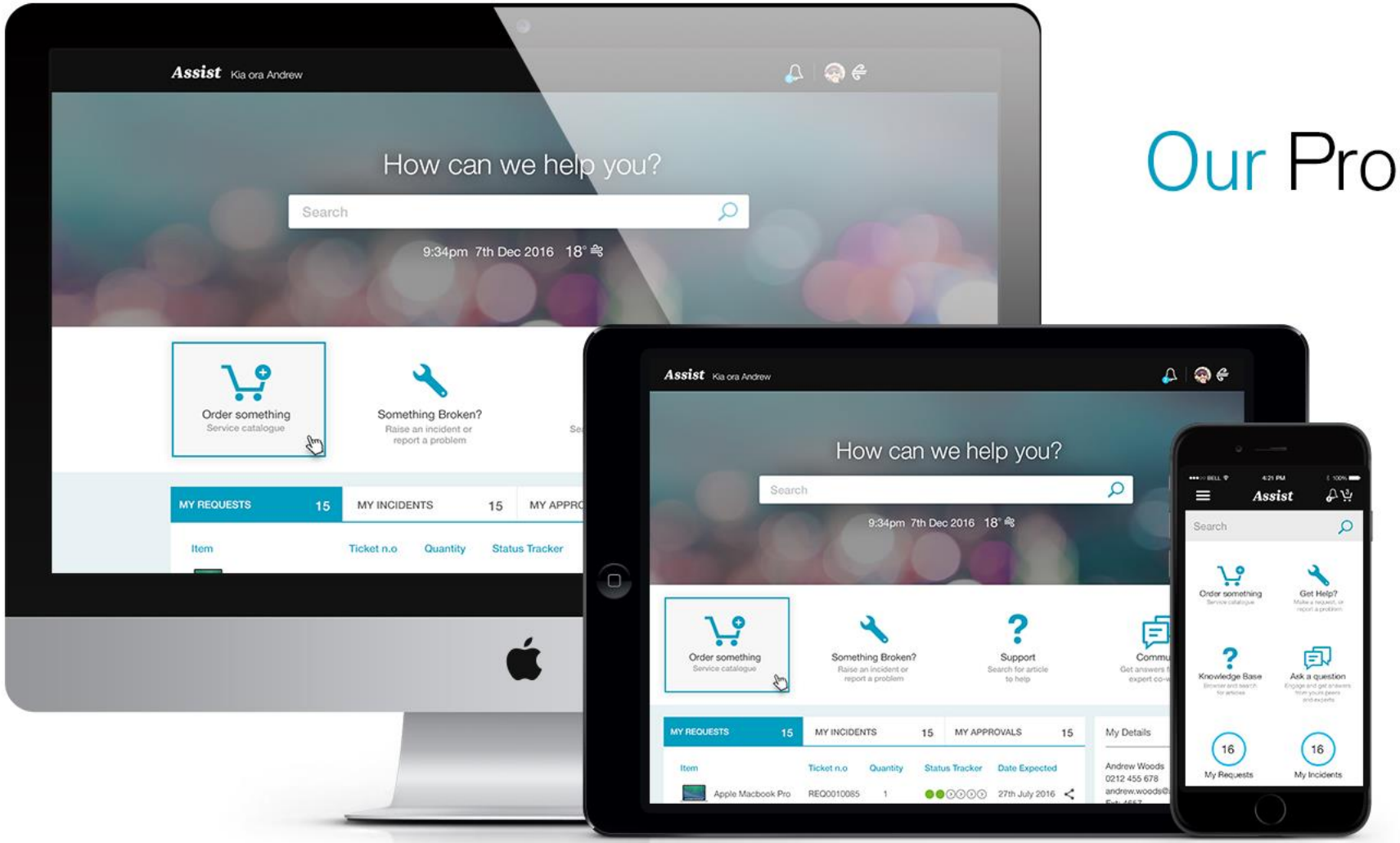


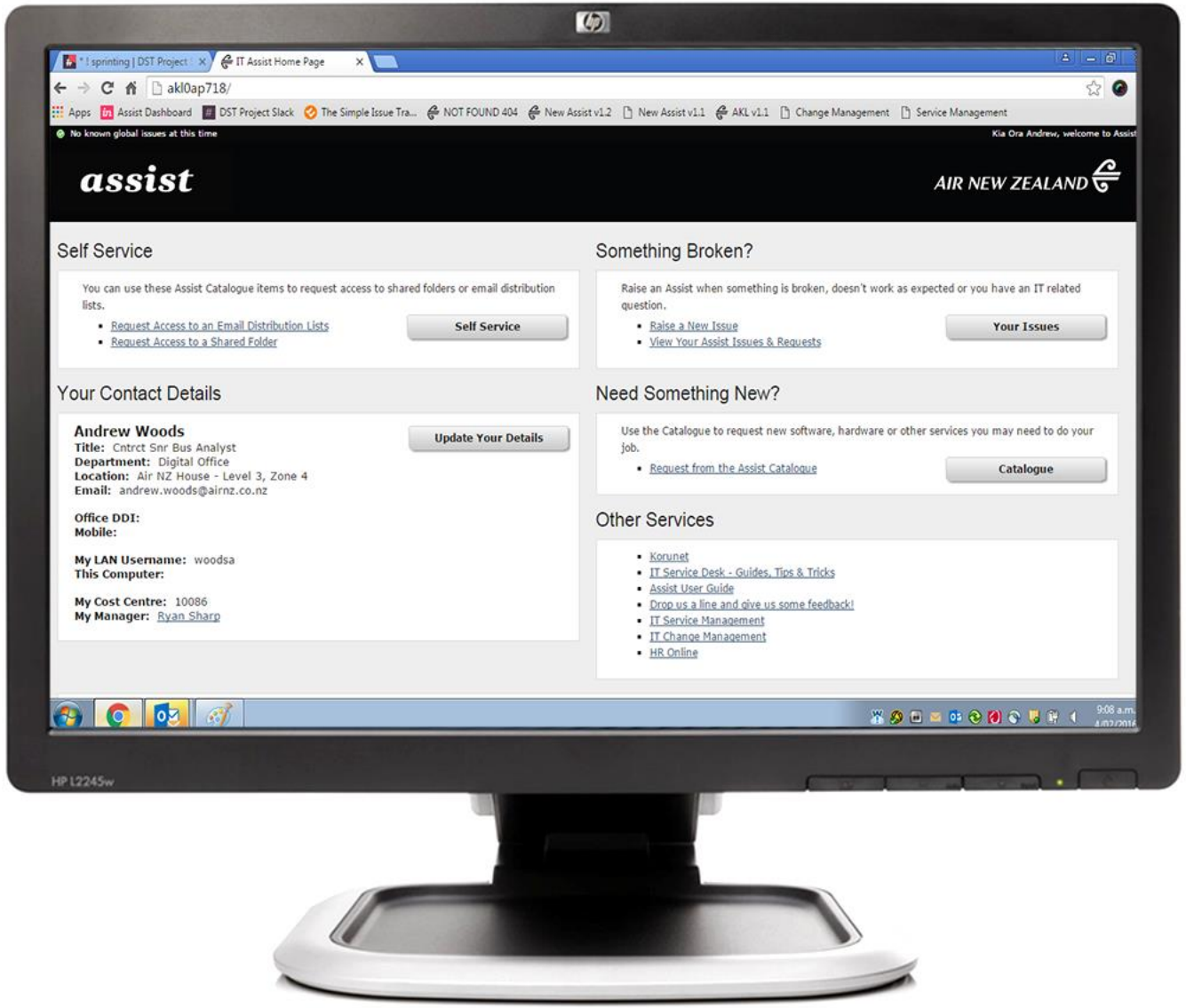
about...

I'm in.

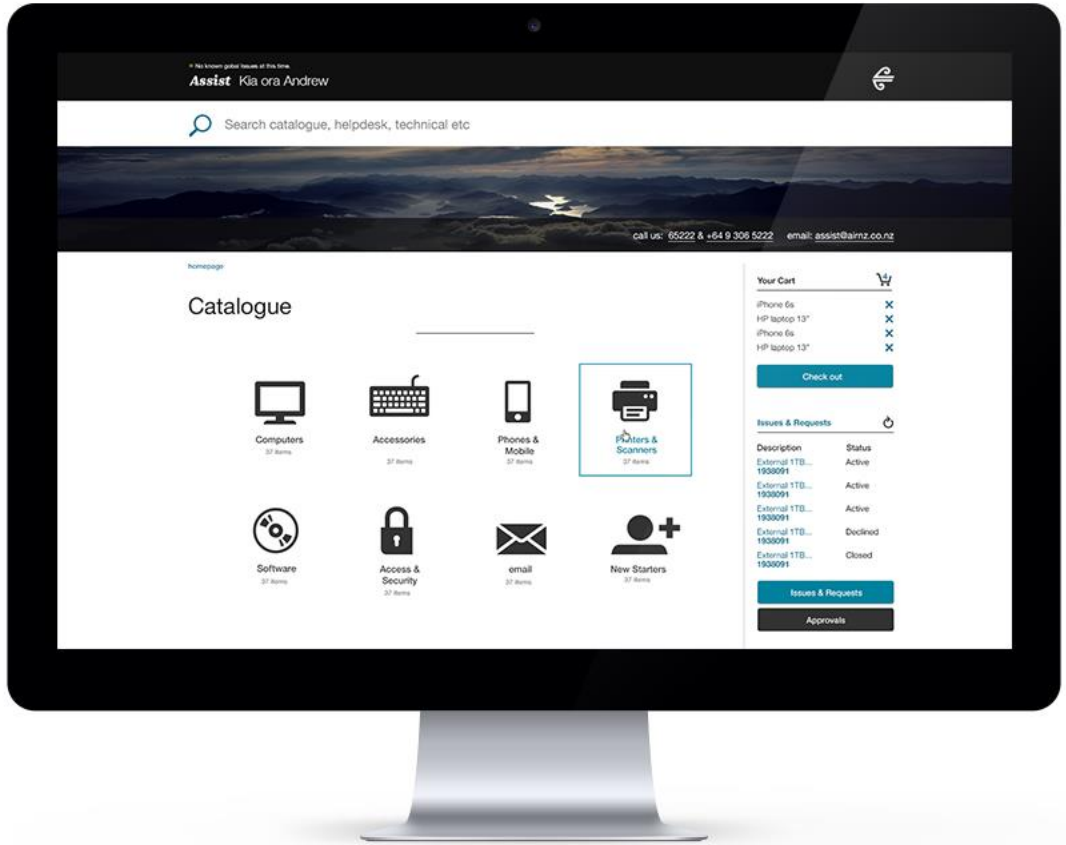
Welcome !

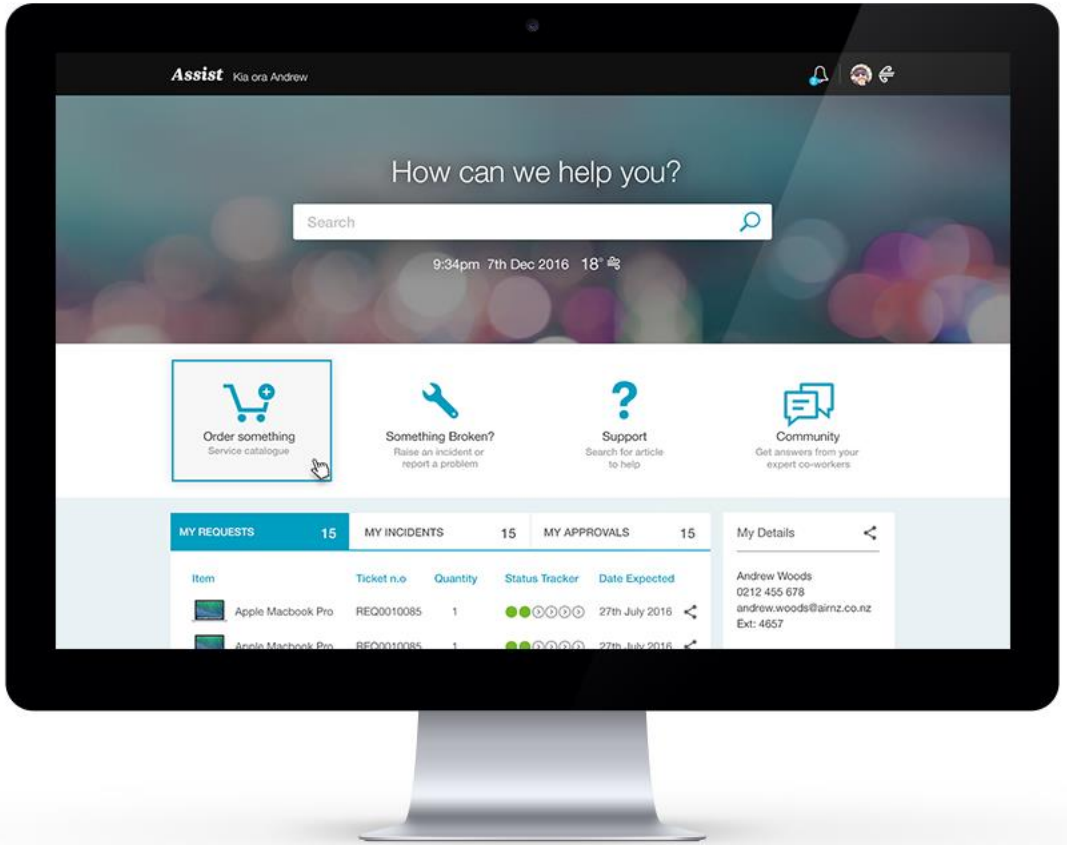
Our Product


Assist
Kia ora Andrew
How can we help you?
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9:34pm 7th Dec 2016 18°
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Something Broken?
Raise an incident or report a problem
MY REQUESTS 15
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Date Expected
Apple Macbook Pro
REQ0010085
27th July 2016
Get Help?
Knowledge Base
Ask a question
My Requests
My Incidents

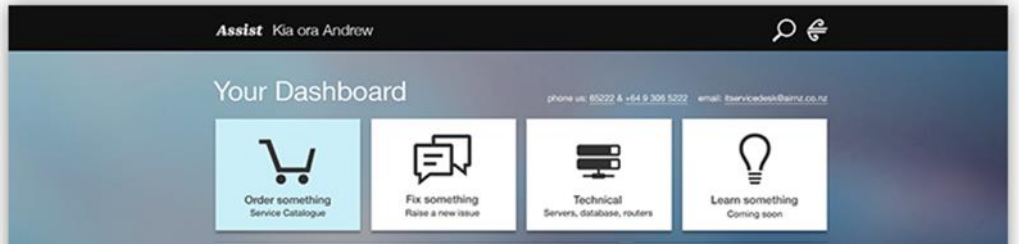

IT Assist Home Page
akl0ap718/
Apps
Assist Dashboard
DST Project Slack
The Simple Issue Tra...
NOT FOUND 404
New Assist v1.2
New Assist v1.1
AKL v1.1
Change Management
Service Management
No known global issues at this time
Kia Ora Andrew, welcome to Assist
assist
AIR NEW ZEALAND
Self Service
You can use these Assist Catalogue items to request access to shared folders or email distribution lists.
Request Access to an Email Distribution Lists
Request Access to a Shared Folder
Self Service
Something Broken?
Raise an Assist when something is broken, doesn't work as expected or you have an IT related question.
Raise a New Issue
View Your Assist Issues & Requests
Your Issues
Your Contact Details
Andrew Woods
Title: Cntrct Snr Bus Analyst
Department: Digital Office
Location: Air NZ House - Level 3, Zone 4
Email: andrew.woods@airnz.co.nz
Office DDI:
Mobile:
My LAN Username: woodsa
This Computer:
My Cost Centre: 10086
My Manager: Ryan Sharp
Update Your Details
Need Something New?
Use the Catalogue to request new software, hardware or other services you may need to do your job.
Request from the Assist Catalogue
Catalogue
Other Services
Korunet
IT Service Desk - Guides, Tips & Tricks
Assist User Guide
Drop us a line and give us some feedback!
IT Service Management
IT Change Management
HR Online
HP L2245w

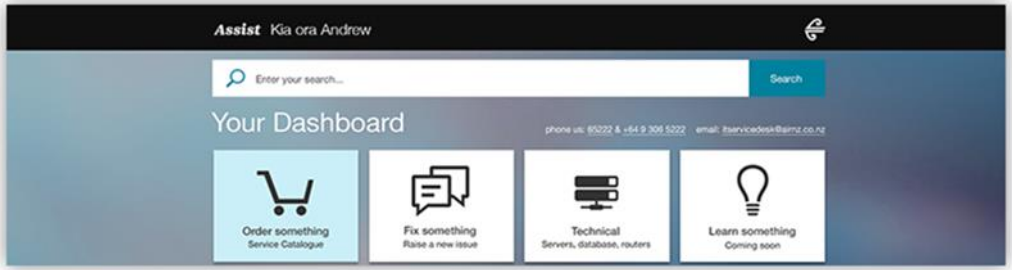
Homepage (Catalogue) to Dashboard (Overview)



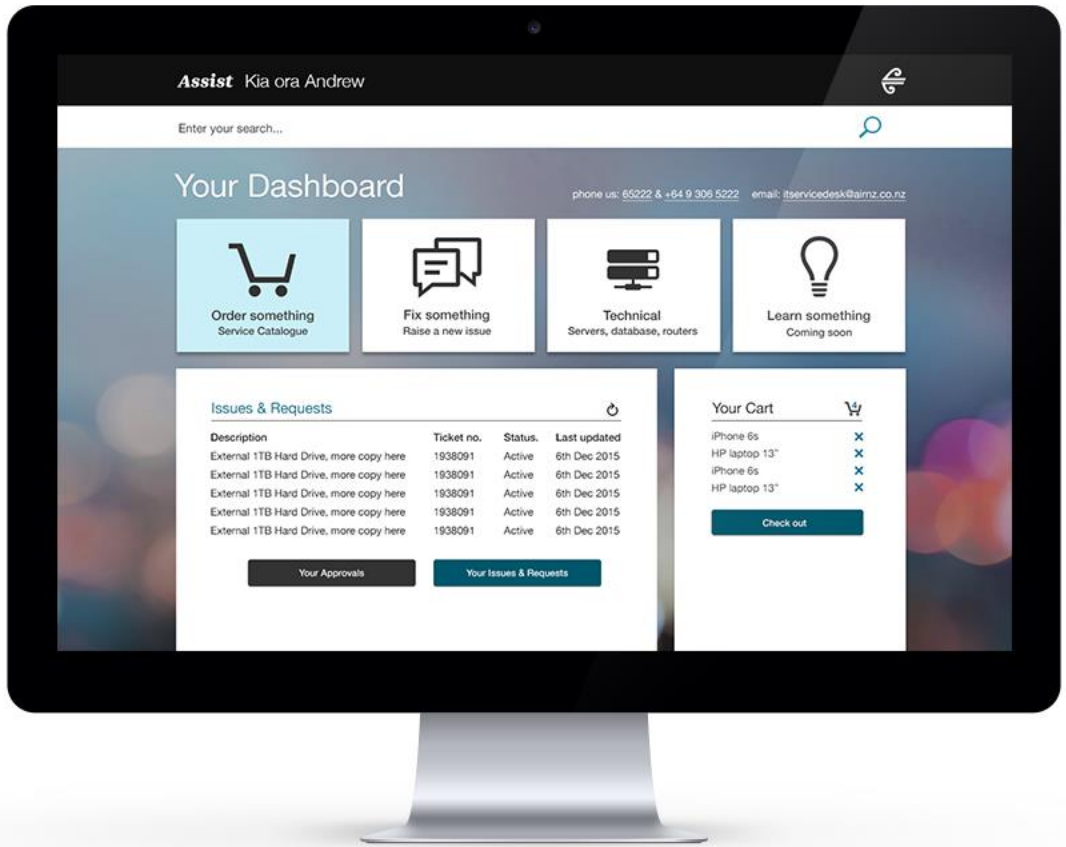


User-test it


Assist Kia ora Andrew
Your Dashboard
phone us: 65222 & +64 9 306 5222 email: itservicedesk@airnz.co.nz
Order something
Service Catalogue
Fix something
Raise a new issue
Technical
Servers, database, routers
Learn something
Coming soon

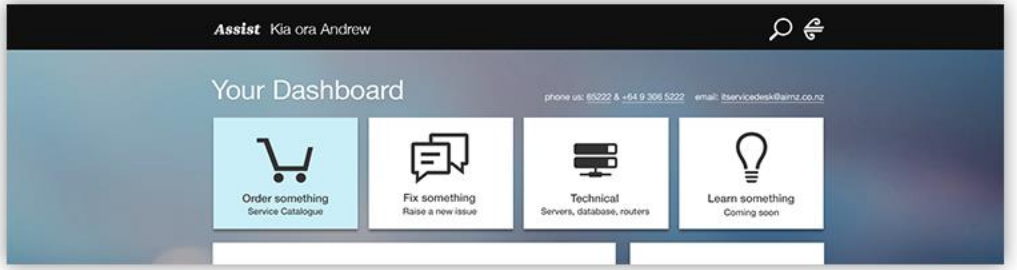

Assist Kia ora Andrew
Enter your search...
Search
Your Dashboard
phone us: 65222 & +64 9 306 5222 email: itservicedesk@airnz.co.nz
Order something
Service Catalogue
Fix something
Raise a new issue
Technical
Servers, database, routers
Learn something
Coming soon

Search original

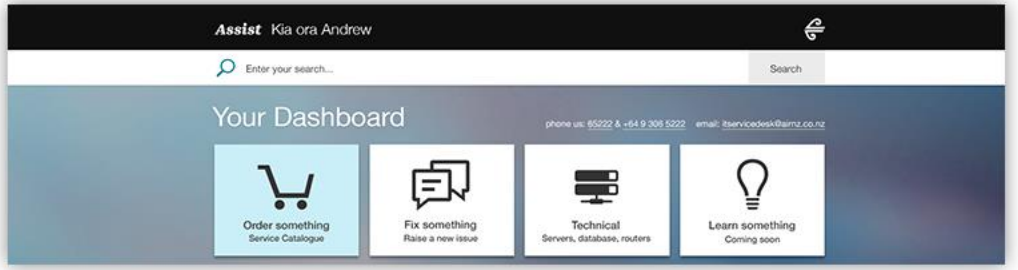


User-test it

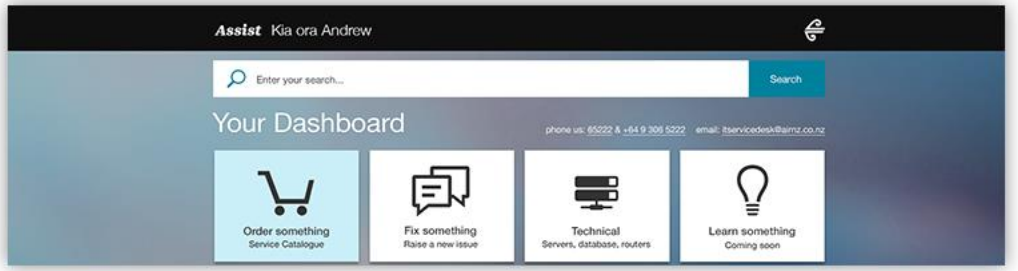
v1



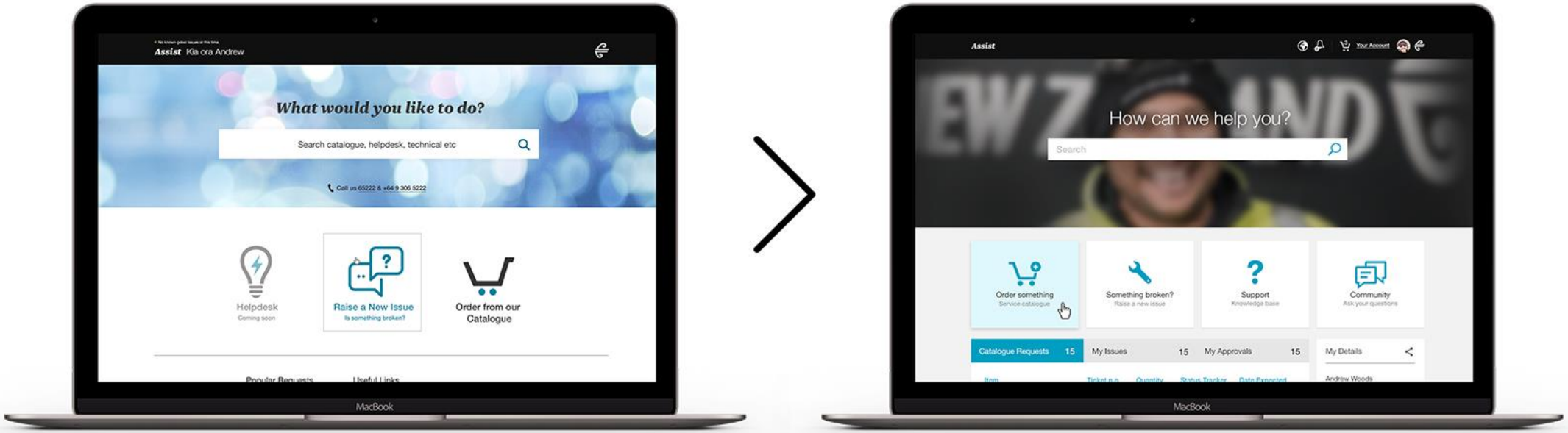
v2

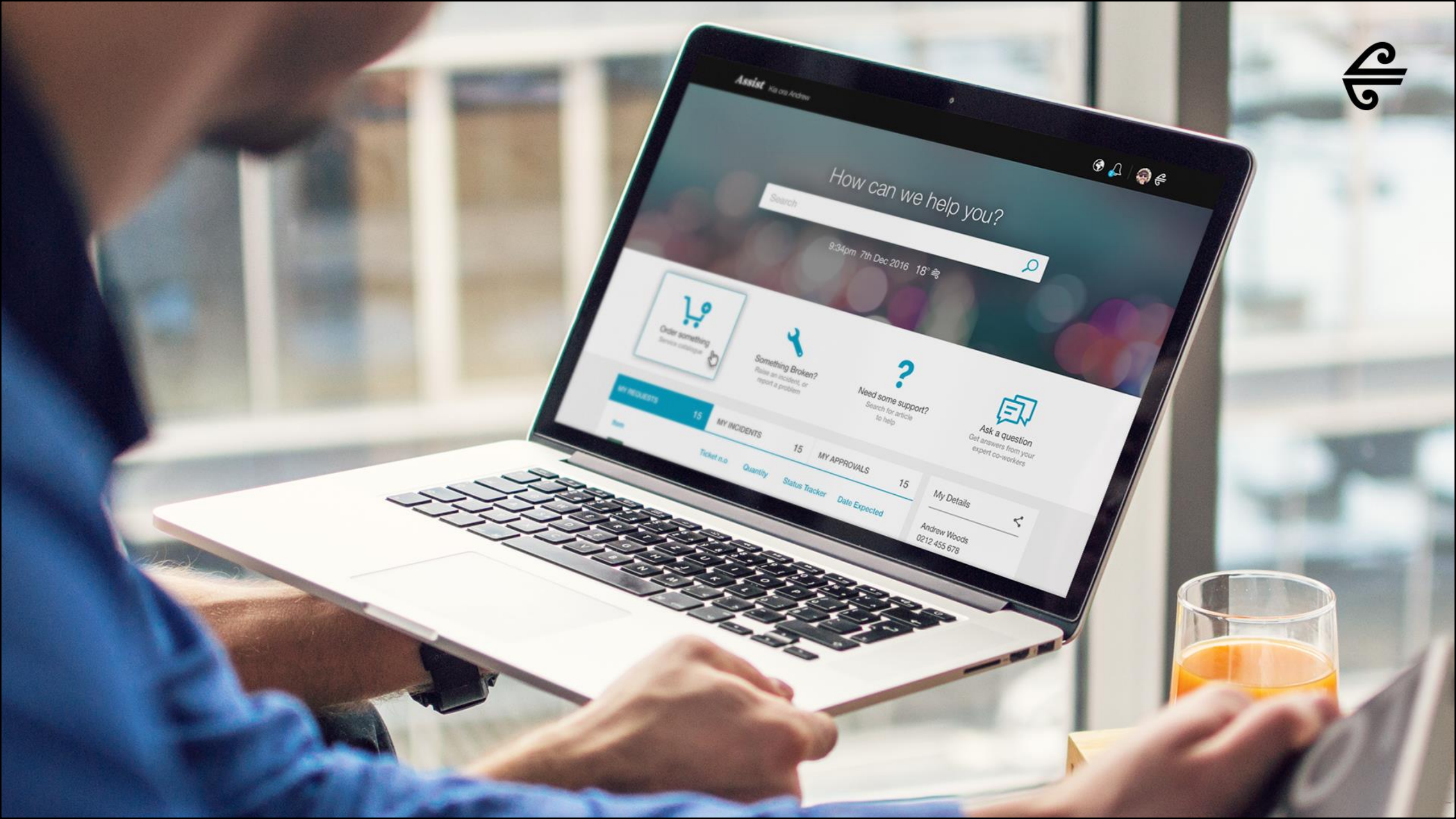


v3



Always be **user-testing** and iterating




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9:34pm 7th Dec 2016 18°
Order something
Something Broken?
Raise an incident, or report a problem
Need some support?
Search for article to help
Ask a question
Get answers from your expert co-workers
MY REQUESTS
15
MY INCIDENTS
15
MY APPROVALS
15
Item
Ticket n.o
Quantity
Status Tracker
Date Expected
My Details
Andrew Woods
0212 455 678

Happy Customers

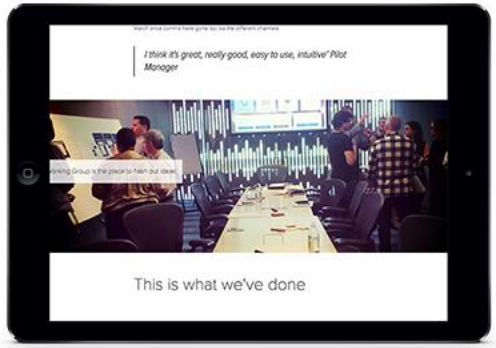


What did we *learn?*

Be transparent





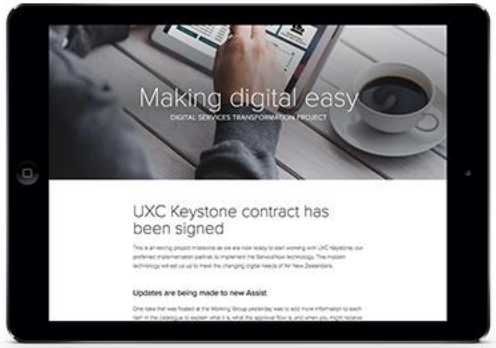












Be clear on your vision

Shared sense of purpose

Focused on customer

Be curious

Be courageous

Be disruptive

Top Takeaways

1

Be Curious

Build Empathy

2

Be Courageous

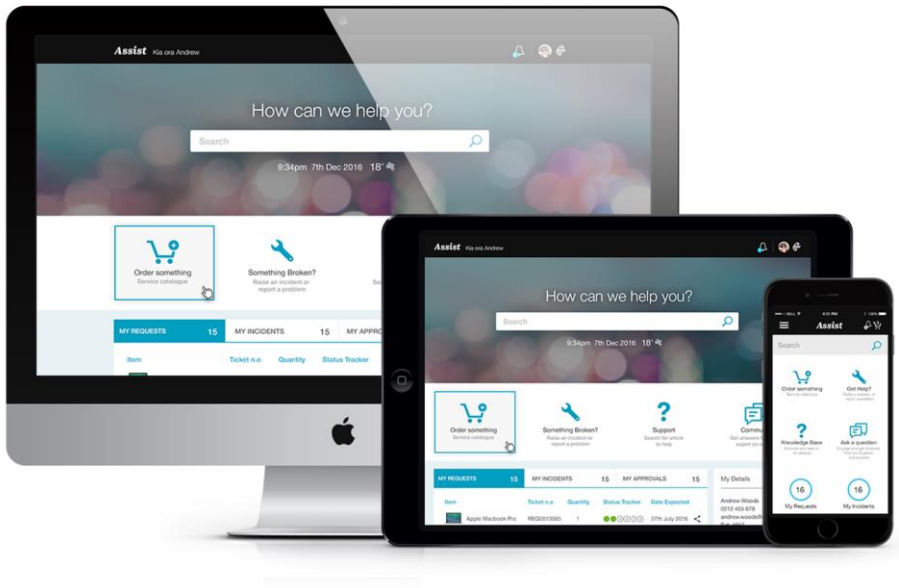
Collaborate Radically

3

Be Disruptive

Make Happy Customers

AIR NEW ZEALAND



Thank You

Rob McDonnell
Head of Enterprise Products
Air New Zealand

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Q & A

Rob McDonnell
Head of Enterprise Products
Air New Zealand

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