knowledge17

WORK at LIGHTSPEED™

Quit Driving With Just A Rear View Mirror: Analytics & Reporting at Oshkosh

MIKE HARE
IT BUSINESS ANALYST
Oshkosh Corporation

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Agenda

- Who's Mike?
- Trucks, Not Overalls
- Background
- Solution Demo
- Q & A

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Speaker Introduction



NAME: Mike Hare

TITLE: Principle Business Analyst

FUNCTION: IT Service Management

COMPANY: Oshkosh Corporation

EXPERIENCE: Roughly 20 years in IT

EXPERTISE: BA, PM, Compliance, Infrastructure, App Dev, Analytics

ACHIEVEMENTS: Part of the team that implemented the Big Bang

CURRENT PROJECTS: Delivering ITAM, preparing for Facilities Management, Jakarta is on deck

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My Company



NAME: Oshkosh Corporation

INDUSTRY: Specialty Truck Manufacturing

MARKET FOCUS: The Oshkosh companies design and build the world's toughest specialty trucks and truck bodies and access equipment by working shoulder-to-shoulder with the people who use them

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Access Equipment, Concrete Mixers & Refuse Collection Vehicles, Defense Vehicles, Custom & Commercial Fire Apparatus

OSHKOSH MOVE INITIATIVES: M – Market Leader Delighting Customers. O – Optimize Cost and Capital Structure. V – Value Innovation. E – Emerging Market Expansion

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Session Overview



Objectives

- Show how performance analytics can help tell the story of what's happening in your environment in addition to your operational reports



What You Will Learn

- Visualization of KPIs and metrics
- Applying time-based perspectives of relevant data
- Trend anomalies can prompt action
- The difference between direction and detail

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Background









ACCESS EQUIPMENT — JLG, SKYTRAK, JERR-DAN

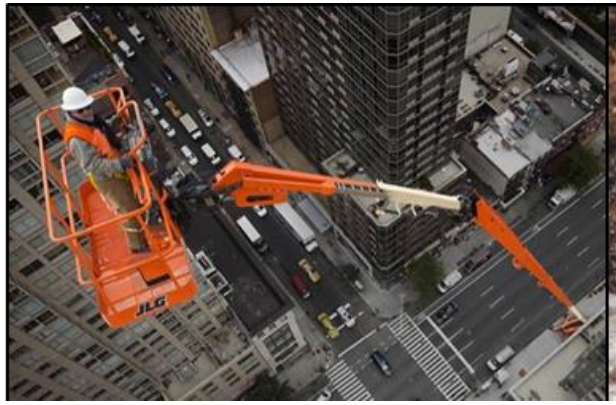
DEFENSE — OSHKOSH DEFENSE

FIRE & EMERGENCY — Pierce, OSHKOSH AIRPORT PRODUCTS, FRONTLINE COMMUNICATIONS, KEWAUNEE FABRICATIONS

COMMERCIAL — McNeilus, OSHKOSH COMMERCIAL, IMT, LONDON, CON-E-CO

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Access Equipment	Defense	Fire & Emergency	Commercial
• Application Development • PC Services Engineering & Support • Server Systems Engineering & Support	• Application Development • PC Services Engineering & Support • Server Systems Engineering & Support	• Application Development • PC Services Engineering & Support • Server Systems Engineering & Support	• Application Development • PC Services Engineering & Support • Server Systems Engineering & Support

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Challenges and Goals

- Company growth thru acquisition
- 5 teams – 5 missions – 5 goals
- Multiple systems to get and record work
- “Choose Your Own Adventure”



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Solution – Strategy

- Incident
- Problem
- Change
- Knowledge
- Service Catalog
- Custom Portal
- CMDB
- Performance Analytics
- Orchestration

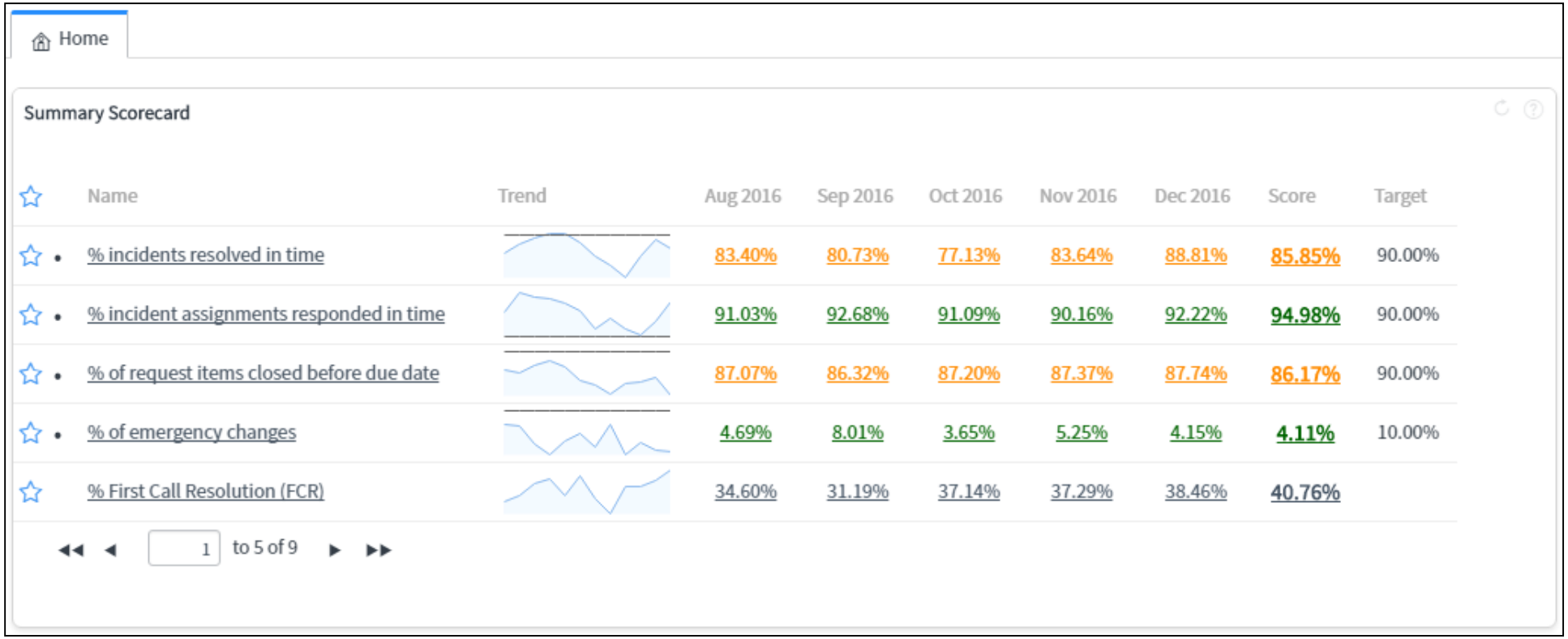
- Service Level Management
- Surveys
- Integrations with SCCM & HR data
- Discovery (partially complete at this time)

Buy a bunch of stuff and turn it all on at once.

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Solution at a Glance

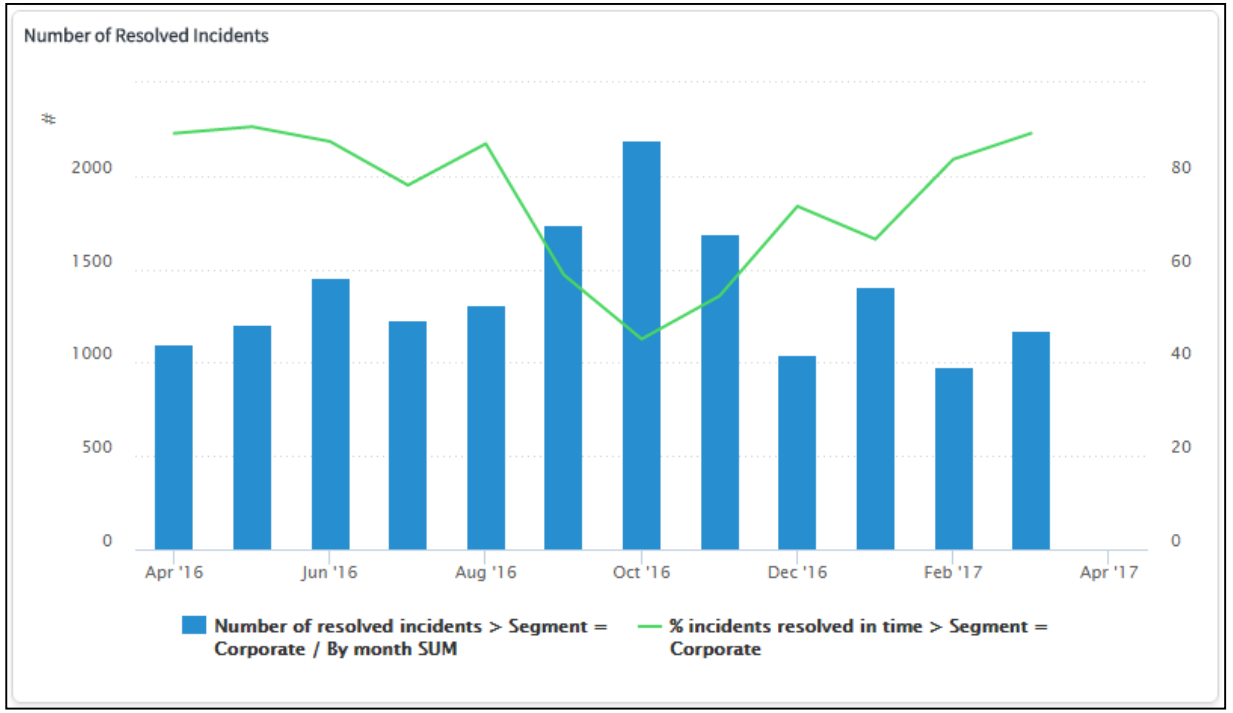
Able to provide visibility into the "ENTIRE" IT organization for the first time ever

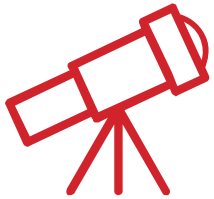


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Solution – Relevant Data

- Performance Analytics (PA) provides:
  - a single source of truth
  - visual KPIs and metrics
  - highlights trend anomalies
  - direction and detail
- We made three dashboards:
  - Executive Summary
  - Segment Overview
  - Assignment Group Overview





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Solution

Live Demo

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Lessons Learned

1. Bad data is bad data
2. If you don’t track you can’t trend
3. Data is king
4. Spend ‘planning’ time
5. Lorem Ipsum



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Next Steps with PA

- Dedicate 1 FTE to PA
- Expand into the other modules
- Evaluate the content packs and other new capabilities



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Top Takeaways

1

Visualization of KPIs and metrics

2

Time-based perspectives of relevant data

3

Trend anomalies can prompt action

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Thank You

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Q & A

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Thank You

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