

ACHIEVEMENTS

Function	Wintel Infrastructure Manager
Company	Atraxis Belgium
Period	2000-2002
Business case	<ul style="list-style-type: none">• Current organization does not fit with the “business”• Motivation of people is “in danger”

1. Executive summary

Atraxis Belgium is an IT subsidiary of Swissair / Sabena Group which need to be transformed from a cost company to a P&L company

- Work need to be “authorized” and invocable.
- Infrastructure need to be part of the bidding process.

2. Customer Challenge

- External
 - Adapt current services to what the customer is expected.
 - Respect promised delays
- Internal
 - Raise team satisfaction
 - Define Roles & Responsibilities
 - Define Targets to be meet.

3. Operational solution

- Split the 14 engineers into 4 teams, functional oriented
 - Service Desk (2 people)
 - Wintel Servers Engineering Team (5 people)
 - Lotus Domino Infrastructure Team (3 people)
 - Ca TNG Framework Team (Scheduling/Assets/Distribution/Software package creation,...) (4 people)
- Nominate a Team Leader for each team

4. Critical success factors

- Analysis of current skills and skills “needed & wanted” to form the different teams
- Enhance communication between team members
- Manage the “chaos” following the reorganization
- Motivated choice for Team Leader selection
- Weekly meeting with Team Leaders
- Raise customer satisfaction and reduce time to react

5. Results and Return

- By splitting people into 4 different teams, I have enhance the Internal satisfaction and raise the user satisfaction

Reduce

- Calls to Level 2& 3 by 50%
- Time to solve incidents from average >1h to 15 min
- Ping-Pong between team members by 90%
- Manual intervention by automatisisation by 50%

Raise

- User satisfaction by 60% (<incidents)
- CIO satisfaction by 70% (better communication early in the process bidding)
- Infrastructure documentation
- Systems Eng satisfaction by 80%