



How Delta Airlines Pilots Their Business with CA PPM



Making Technology Work for You!

Delivering Excellence

Content

Innovation Through Ingenuity

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What is Delta AACCS?



- AACCS works by automating the project management function.
- Essentially, once a project has been entered in the system the software directs each task to the next user and alerts them via an automatic email.
- Task completion is documented in the system and can be quickly viewed via a project dashboard.
- Using the system ensures that all of the project steps are properly completed and documented to support compliance



Lack of Visibility
to Demand on
Resources

Different
Priorities Across
Resources on the
Same Project

Insufficient
Controls to
Manage Work in
Progress (WIP)

Delta TechOps AACCS Original Business Requirements



Implement the Delta TechOps AACCS workflow process in a PPM solution

The AACCS workflow process needed to present fields to end user using a “TurboTax” approach.

I.e. End User is prompt to answer a question or set of questions. The system would then present different screens with different fields based on how the end user answered the original question(s).

The selected PPM solution had to include screens that presented the different AACCS Worksheets (built in PDF forms) and display all the fields contained on Delta’s AACCS Worksheet (PDF) forms.



Success Criteria for the Delta AACS CA PPM POC Pilot



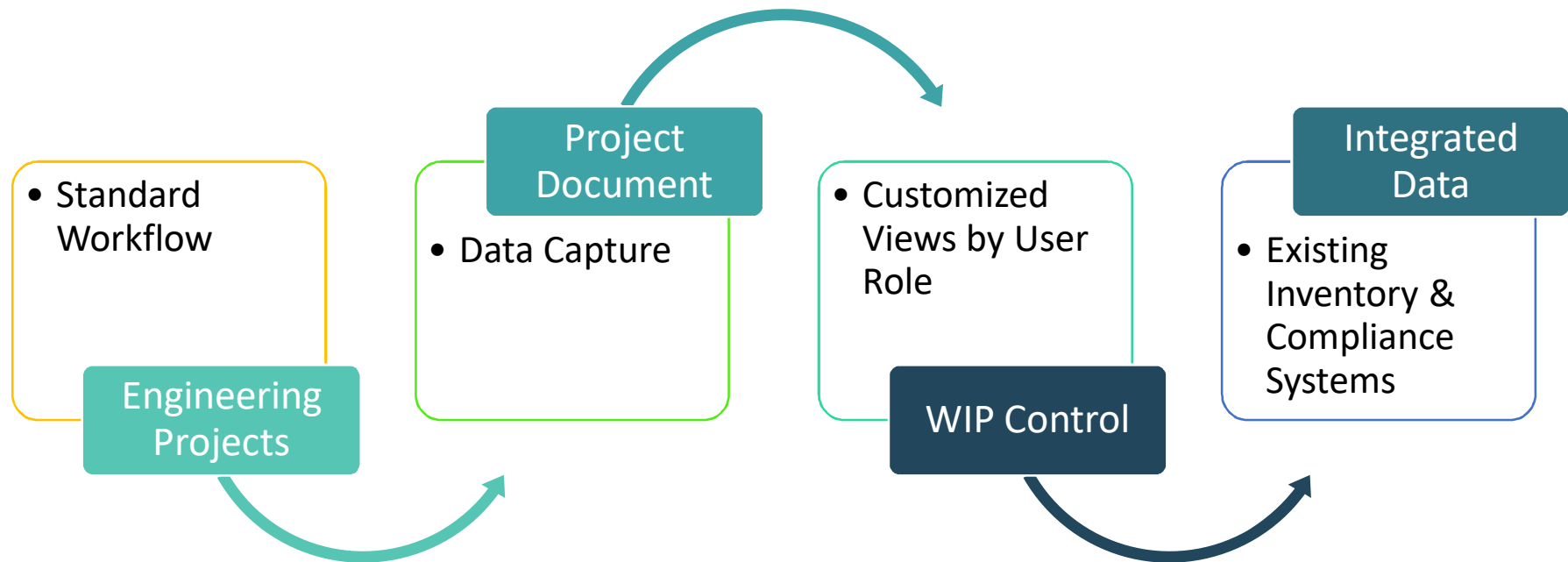
- CA PPM to automate AACS Workflow Process that support gathering of all AACS data from AACS Stakeholders
- CA PPM to match all AACS Worksheet fields
- CA PPM AACS Workflow Process to expose AACS Worksheets based on completion of process steps
- CA PPM AACS must support Stakeholder resource interaction at particular process steps to support Stakeholders filling out their AACS worksheets
- CA PPM AACS Process to hide or display AACS Worksheets based on completion of process steps

Delta Executive Sponsor & Core Team Success Criteria

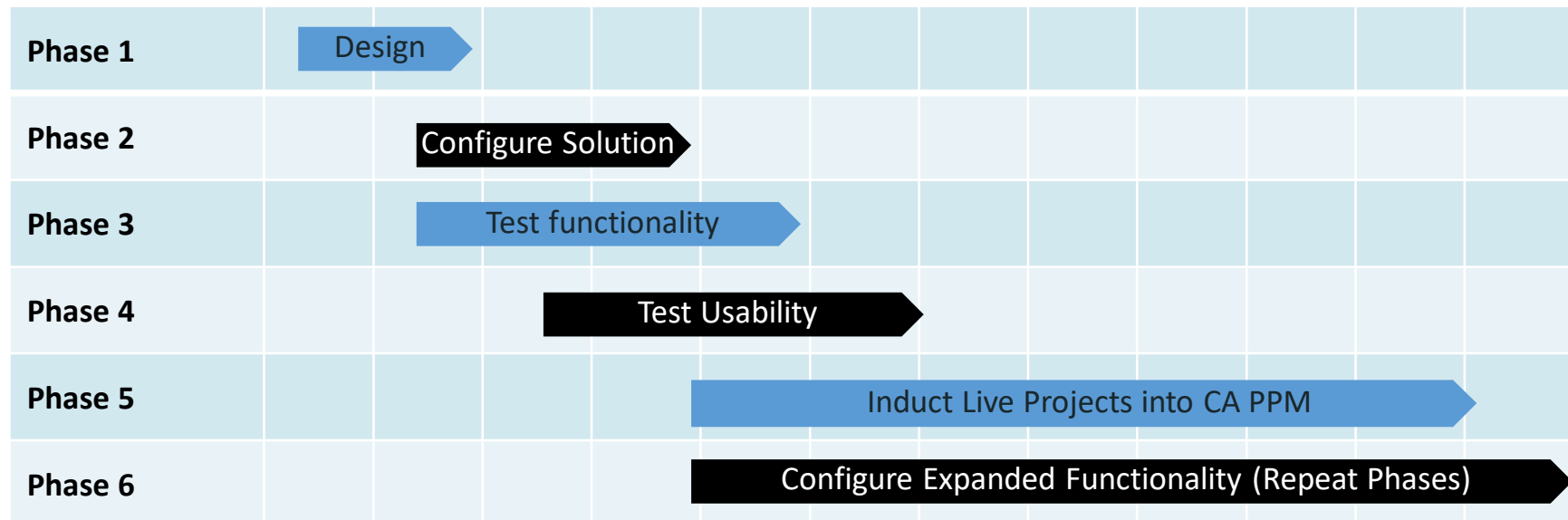


- CA PPM must meet all Delta workflow process requirements in order to declare success
- Delta AACS Executive Sponsors require all AACS Stakeholders to accept how the AACS workflow process is implemented in CA PPM .
- CA PPM must function in a fashion similar to Turbo Tax
- CA PPM must include all AACS PDF fields
- CA PPM AACS workflow process must support all AACS workflow interactions to facilitate the completion and verification of all Stakeholder AACS Worksheets
- Delta Executive Sponsors and Core Team members controlled all prioritization and approval of all Change Requests

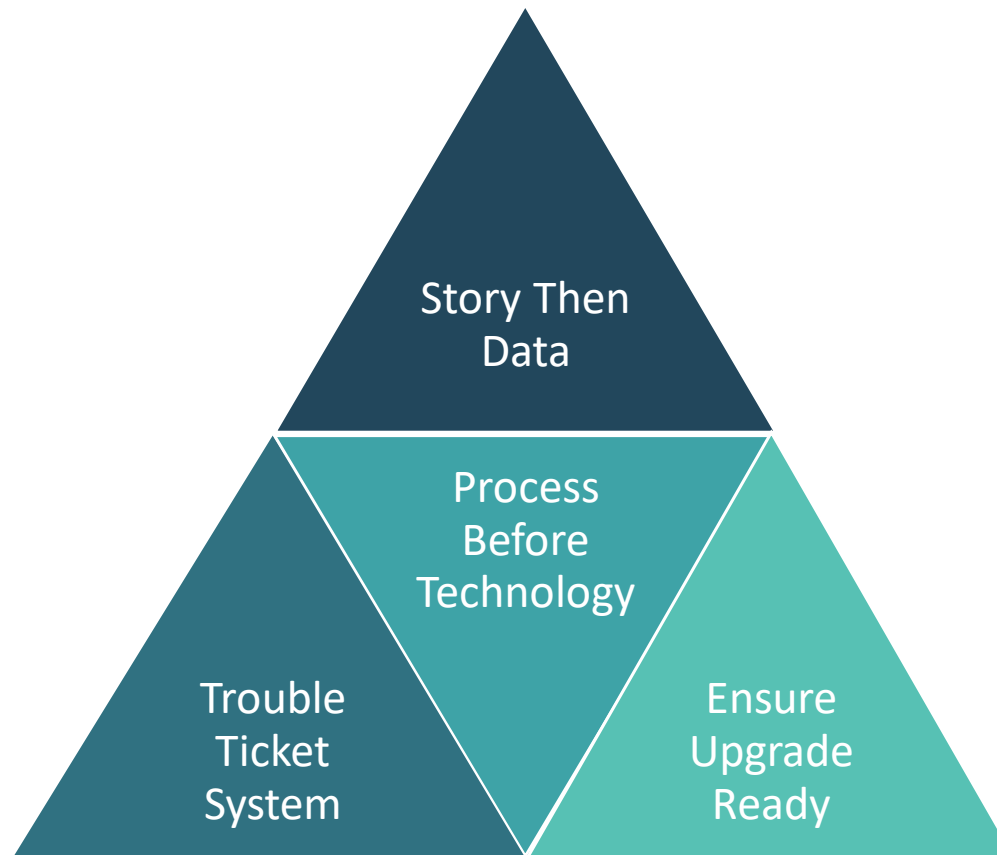
Solution



Implementation Plan



Lessons Learned



Success Criteria for Wave 2 improvement project



- CA PPM is easy to use and Engineers and other users see value added to their project, portfolio, and resource planning processes
- All level of users can easily understand the metrics and status of projects, portfolios, and resources through interactive visual dashboards
- Few people have to interact with external systems
- Delta employees have the knowledge and experience to support, maintain and enhance CA PPM functions after utilizing the CA PPM training path
- The CA PPM system is a high quality and reliable due to continuous testing improvements

Work streams sequence and Benefits



AACS Stabilization & System Refactoring

Improved Data quality.
Smaller manageable Processes both from Development and maintenance perspective
Provide more visibility within different groups, eliminate teams working in Silos.
Jaspersoft Dashboard to show AACS performance.

Enhance User Experience

Identify value realization by increasing usability and accessibility.
Idea of functionality in CA PPM , features in CA PPM .
Ease of Utilizing AACS.

System Integration

Integration from CA PPM to SCEPTRE.
One screen data entry and reporting for end users.
Tighter integration between disparate systems.

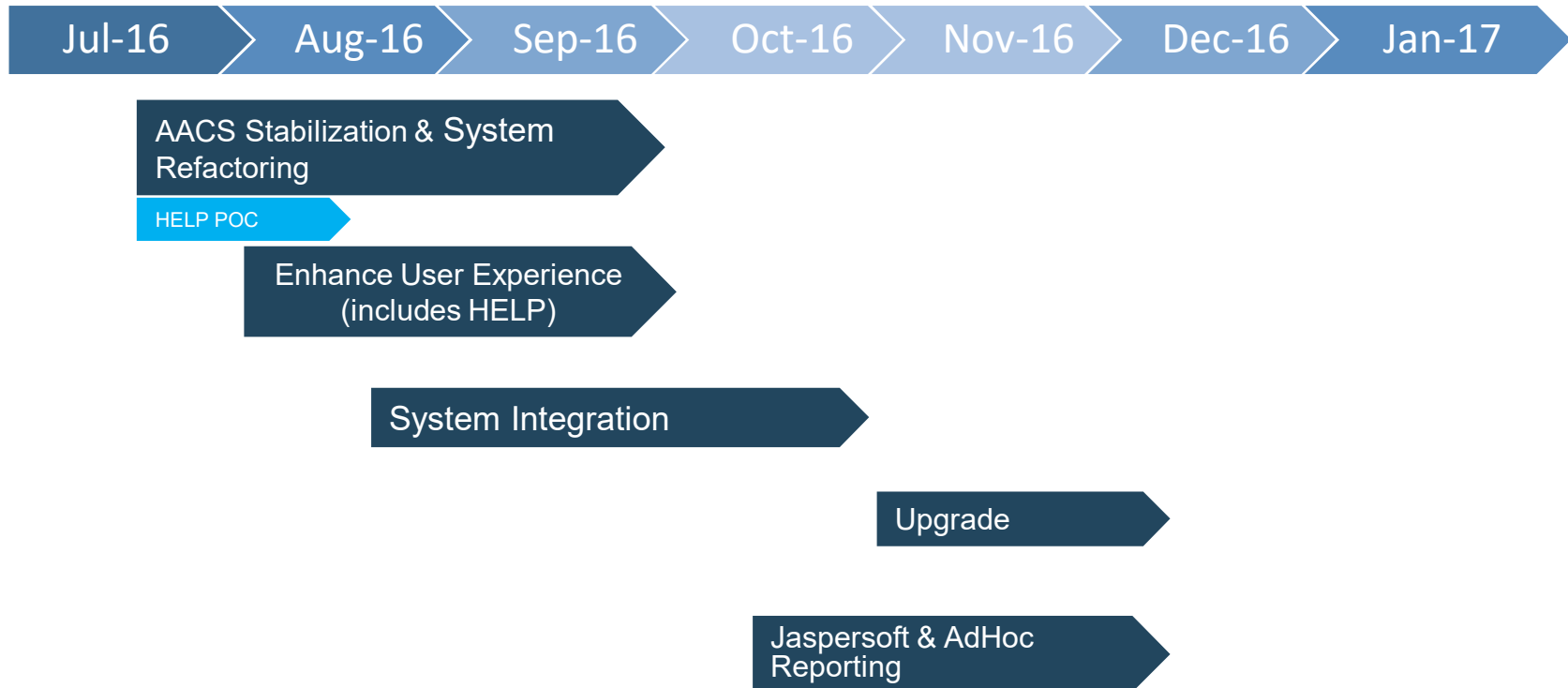
Jaspersoft & Ad Hoc Reporting

Sending Report Content as Email Body(Best Suited for Summary Reports)
Reports at your finger tips (supports Mobile Intelligence IOS, Android)

Upgrade to 14.4

Stay up to date with the latest version of CA PPM
New Metro UI Feature only available for Projects (Full functionality will be included in Future releases)
Support for REST API for certain Objects as opposed to just SOAP API in Past releases.

Work streams - Timelines



Using 'Help' by Excers



CA Clarity PPM :: Create A #

engppmi.delta.com/niku/nu#action:odf.dlt_aa_numCreate&odf_object_name=dlt_aa_num&portlet_instance_id=5097002&caReturnActionPa

Apps MBS Profile Look-up MBS Profile Look-up Leaderboard Suggested Sites PMO in-work process EPC WAR Reports Pharrell Williams Non-rev tool PMO Huddles

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Home Administration Favorites

Create AA

MD or EP Info (MD or EP not both)

EP 0001-01002 MD (Only MDs with "AA Needed" status and associated to an EP are available, verify/update in SCE; MD has more known data associated to it from SCE)

AA Info

Fleet Code(s) 717-SIM (Do not select duplicate fleet codes. Select the one's which are affected.)

ATA 0515

AA Type EO

Title Test for Excers (Limit 50 char max)

Priority

OTD

ER Info

Save Save And Return Return Validate

Required

Video Resource

How to Create AA#?

PDF Resource

search for more

Using 'Help' by Excers



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ATA (Click on the browse icon to select AA ATA field) Priority OTD

AA Type [--Select--]

ER Info

Save Save And Return Return Validate

= Required

How to Create AA#? (step 10 of 18)

next

What is Help?



- **Navigation-like guidance** system
- SaaS based **Guidance & Engagement Platform** for any web based applications
- **No integration** or changes required to the underlying web application
- **Agnostic** to the **application**
- **Analytical tool** to identify usage

Where Help shines



ONBOARDING

- Better first-time user experience
- Accelerate speed to value
- ***Lower services, & training costs***

USER ADOPTION

- Increase self-task completion & user satisfaction
- Promote advanced features to up-sell & retain
- ***Reduce support costs***

CHANGE MANAGEMENT

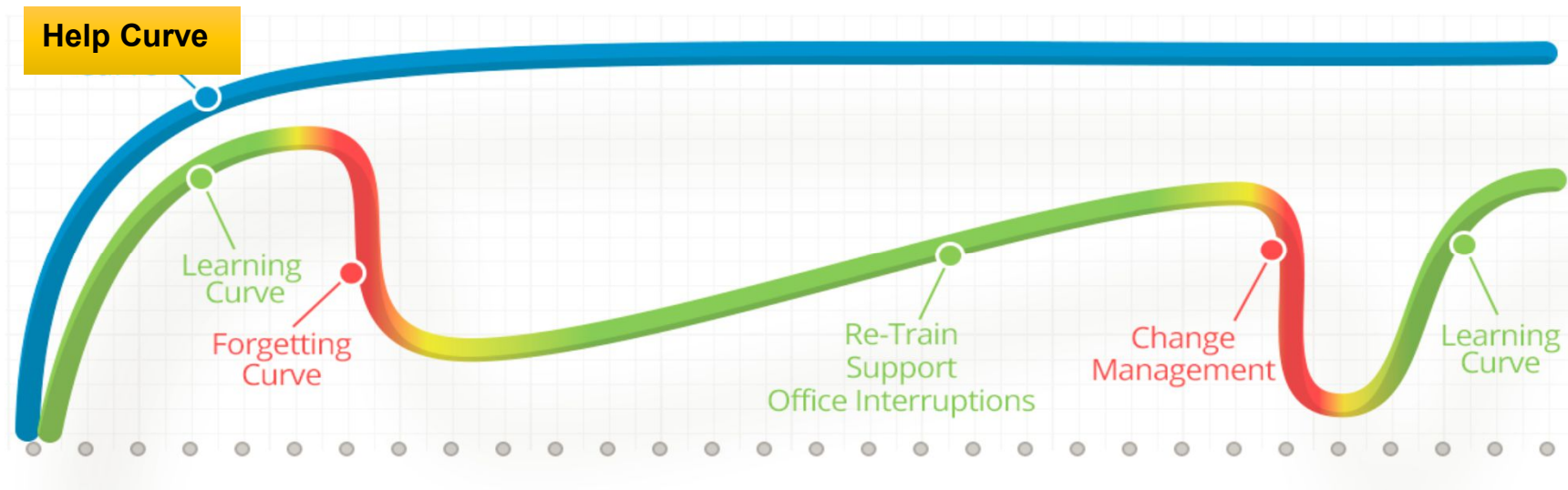
- Streamline new process or feature introduction
- Help facilitate UI transformation
- ***Reduce development, training & support costs***

Employee training and Productivity



Two central challenges in employee training are

- Accelerating time to competence
- Making training stick, that is, ensuring that employees remember what is taught and are able to apply it to everyday tasks.



With 'Help' by Excers, direct and **immediate guidance at the moment of need** ensures that employees get up to speed quickly, and are also able to maintain that high level of productivity and performance long after training ends.



Q&A

Thank You



Thank You

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