Clarity Modern UX Rollout

Feb 2020

Clarity at Sky

Implemented 12 years ago

6,200 Users

5,800 timesheets submitted weekly

Project, Financial and Demand Management

2,000 Capex Projects

600 Project Managers

HR, Procurement and Financial system integrations

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Our Vision

Relaunch Clarity to provide a more modern look and feel for managing projects. Projects Managers to live solely in the modern UX; with less clicks, less wait time and better outputs

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The How

A "maintenance" upgrade from 13.3 to 15.6

New architecture

Hours and hours of workshops

A few customisations (!)

Phoenix UI

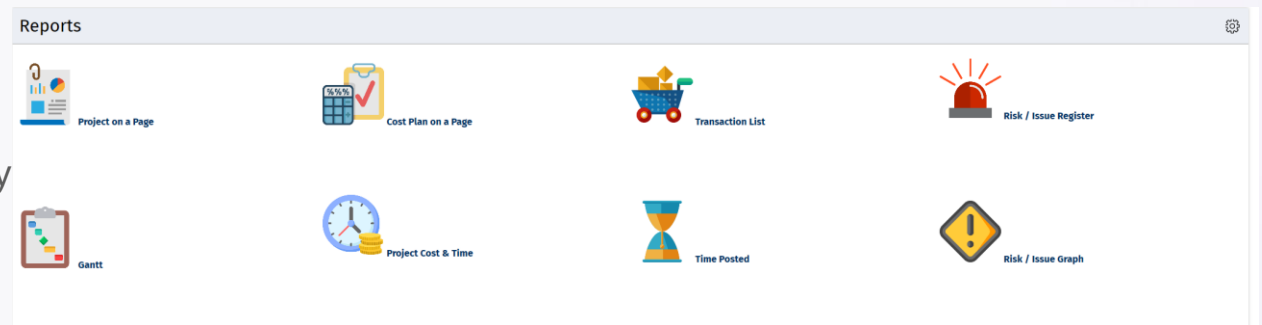Channels

Lots of UAT and NFT

Promoting what is coming
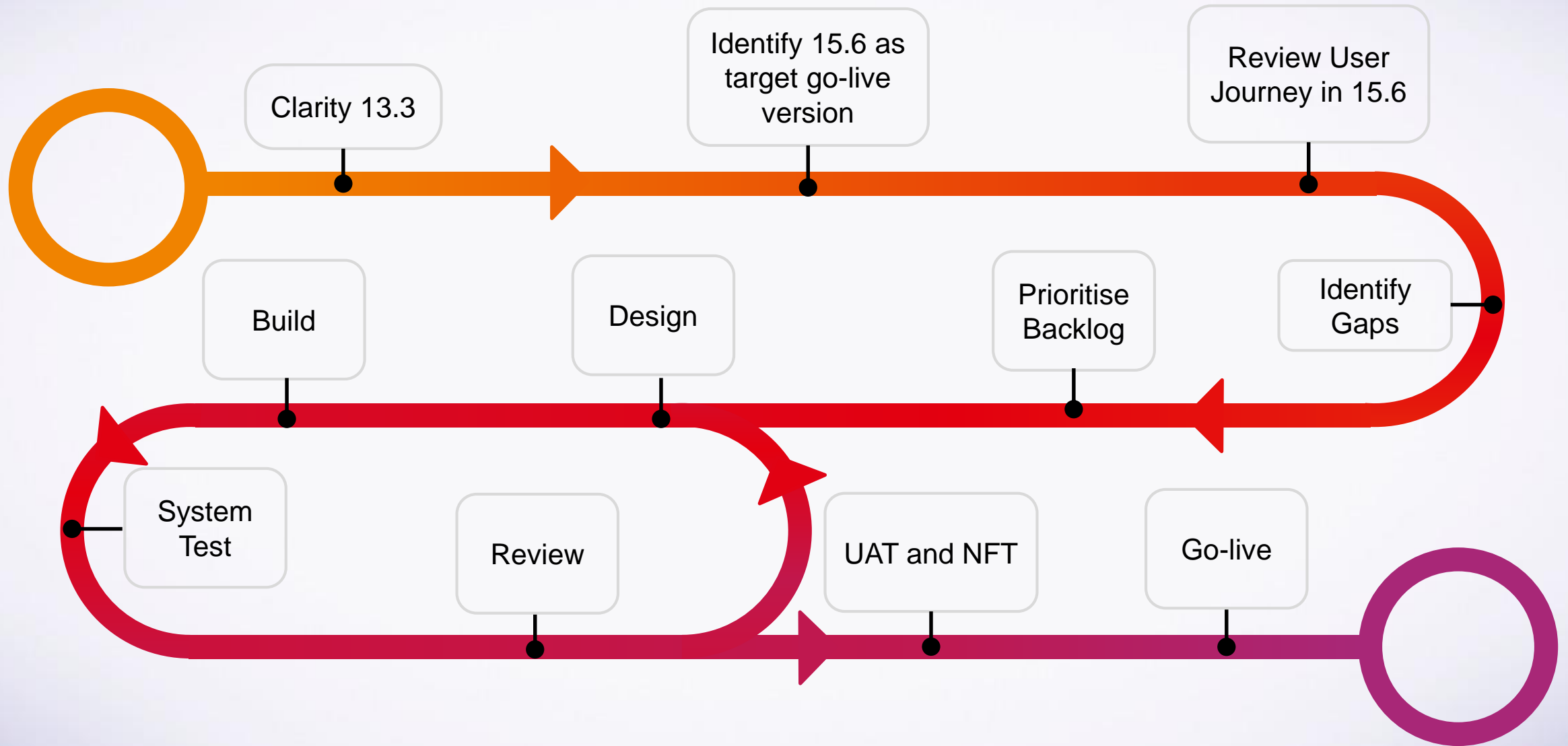
Videos and training sessions

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The How - Reporting

- We needed to make some changes to our reporting out of Clarity as Business Objects was no longer supported.
  - We reviewed JasperSoft
  - We reviewed Tableau (Sky's dashboard platform)
- Decision to use Tableau
  - Ability to offer dynamic reporting for our users was key
- We used this opportunity take a step back
  - Review what reports we had in Business Objects
  - Analyse their utilisation and usefulness
  - Build only what was useful/needed in Tableau
- We mitigated Go Live risks by releasing our Tableau reports to Production prior to our July Go live

Implementation Journey

Clarity 13.3

Identify 15.6 as target go-live version

Review User Journey in 15.6

Build

Design

Prioritise Backlog

Identify Gaps

System Test

Review

UAT and NFT

Go-live

Keeping the project on track

- Workshops – Key!
  - We looked to see how the New UI would fit to our processes for Project Manager and Timesheet users
  - Participants consisted of Key PMO and Key PPM resources and all of these people took this seriously
  - Keep referring back to the vision

- Held daily stand up calls to review the upgrade actions
  - Daily stand up calls on the upgrade actions that composed of the PM and the PPM resources
  - We held ad hoc meetings on specific subjects when required i.e. Status channel v's Sky Status Report, Notifications, and for individual points within the user journey that we needed to focus on

What we have

Modern UX + Phoenix + Tableau = ✓

Core users living solely in the modern UX

A modern PPM tool

New areas wanting to use Clarity

Demand to use the new functionalities

A twice a year upgrade plan

Clarity is no longer a swear word at Sky!

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Key Points

- Understand your user journey. Know how your business processes can fit into the New UI and vice versa.

- Taking time is crucial. Landing the modern UX first time is a must.

- Customisations. Accept these might be required to get you over the line.

- Getting the correct architecture for your implementation is so important.

- Having experienced Clarity developers means you can tie the user journey and solution together.

- Use experienced SMEs during UAT testing.

- Have a strategy around reporting.