

We're Live, What's Next? Strategies for Fusion Lifecycle Support and Improvement

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About the speaker

Jayna Vroman – Implementation Consultant

As a PLM implementation consultant and administrator, Jayna has quickly worked to prove herself in this up and coming part of the industry. Administrating a 400+ user Fusion Lifecycle environment, her steady approach to support and improvements leads to large gains in overall enterprise customer success in adopting and improving their PLM solution. She works closely with the customer, solution architect and project manager to ensure customer priorities are being met efficiently and effectively through user support and managing weekly feature releases to the tenant she services. Her past work in the customer service, non-profit and even mining industries leads her to be customer minded but technically astute. When she is not busy supporting enterprise FLC customers, Jayna enjoys cycling, hiking, teaching fitness classes at her local gym, mentoring and keeping up with her young and lively family.

We're Live, What's Next? Strategies for Fusion Lifecycle Support and Improvement– Learning Objectives

LEARNING OBJECTIVE #1

Learn why proper product support is a key to its overall success.

LEARNING OBJECTIVE #2

Learn how to create a plan for continual improvement based on user feedback and immediate enterprise needs.

LEARNING OBJECTIVE #3

Learn how to design an effective support process.

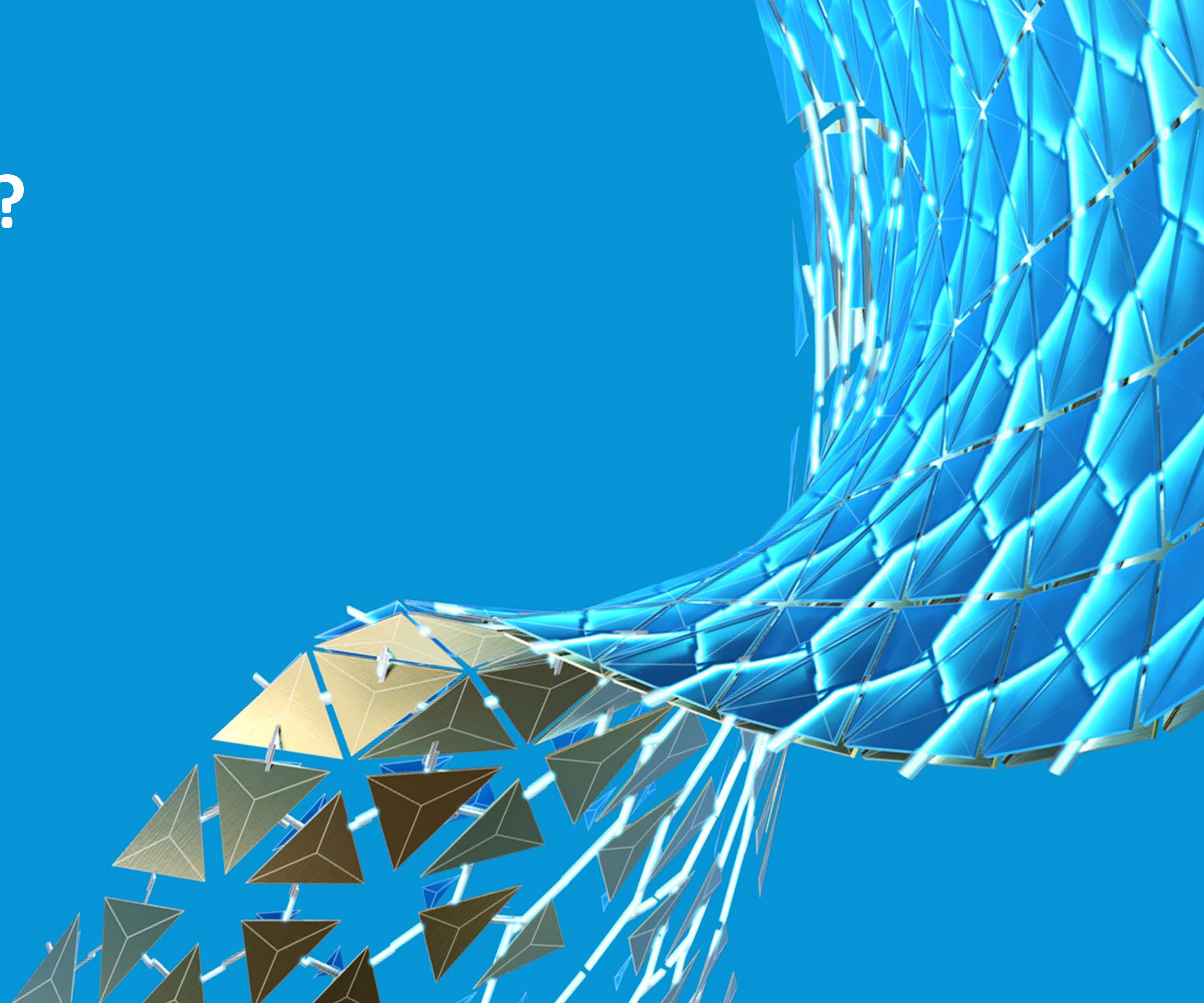
LEARNING OBJECTIVE #4

Learn how to employ lessons learned to drive better support and user relations.

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<div> <div>Home > Products</div> <div> <div></div> <div>Workspaces</div> <div></div> </div> </div>			
Item Descriptor	Current State		Industry
Product Development			
900-00018 - GeForce Boot	Requirements Definition		Industrial
Change Management	Requirements Definition		Industrial
900-00015 - Size 5 SuperLight Supply Chainer	Concept		
900-00014 - Sample Product Quality	Concept		
900-00013 - PART	Concept		Medical
Reference - BAC Mono MK II Steering Wheel	Concept		Automotive
900-00011 - BAC Mono MK I Steering Wheel	Concept		Automotive
900-00010 - CNC Router	Concept		Industrial
900-00009 - Injection Molding Machine	Concept		Industrial
900-00008 - Packaging	Concept		Industrial

What Does Fusion Lifecycle Look Like for You?

Not Like That?



Didn't think so...

SMALLER?

LARGER?

MORE COMPLEX?



Supporting Change

- Ability to adapt
- Improvements in overall process
- User experience more pleasant

Why Proper Product Support is Key to its Overall Success





Supporting Adoption

- Beyond User Testing
- Beyond Training Sessions and Work Instructions
- Overlooked bugs and scenarios

Implementation

USE FROM THE VERY BEGINNING

Outlet for Requirements

User stories log

Document Test Findings

Bugs and Change Requests

SCOPE CHANGE

Living Record

END GOAL

User Investment



But it worked on paper

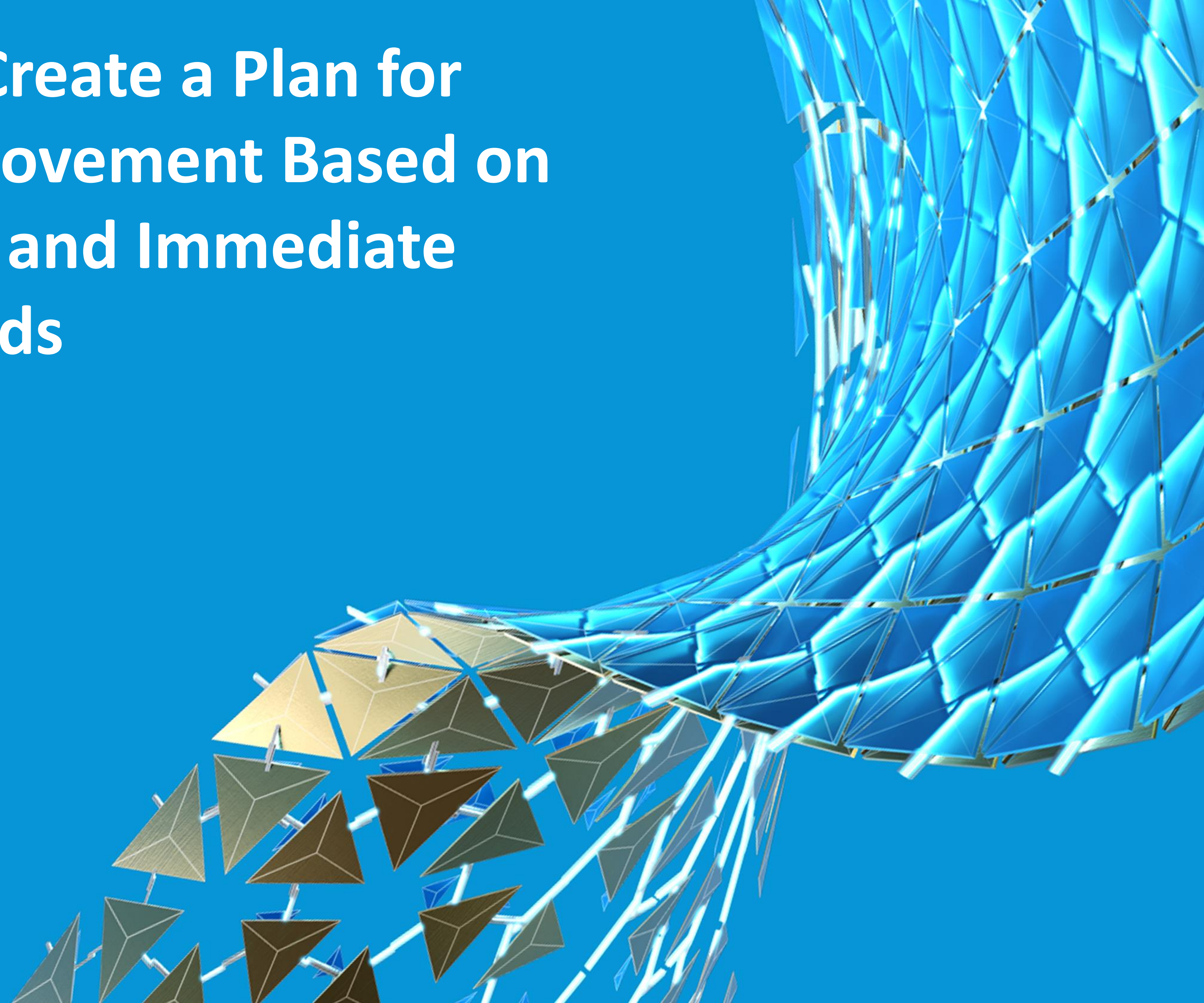
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Mistakes Do Happen

- Bad Data & Incorrect Workflow States
- Cleaner System
- Easier Path to Problem Resolution = Better Acclimation

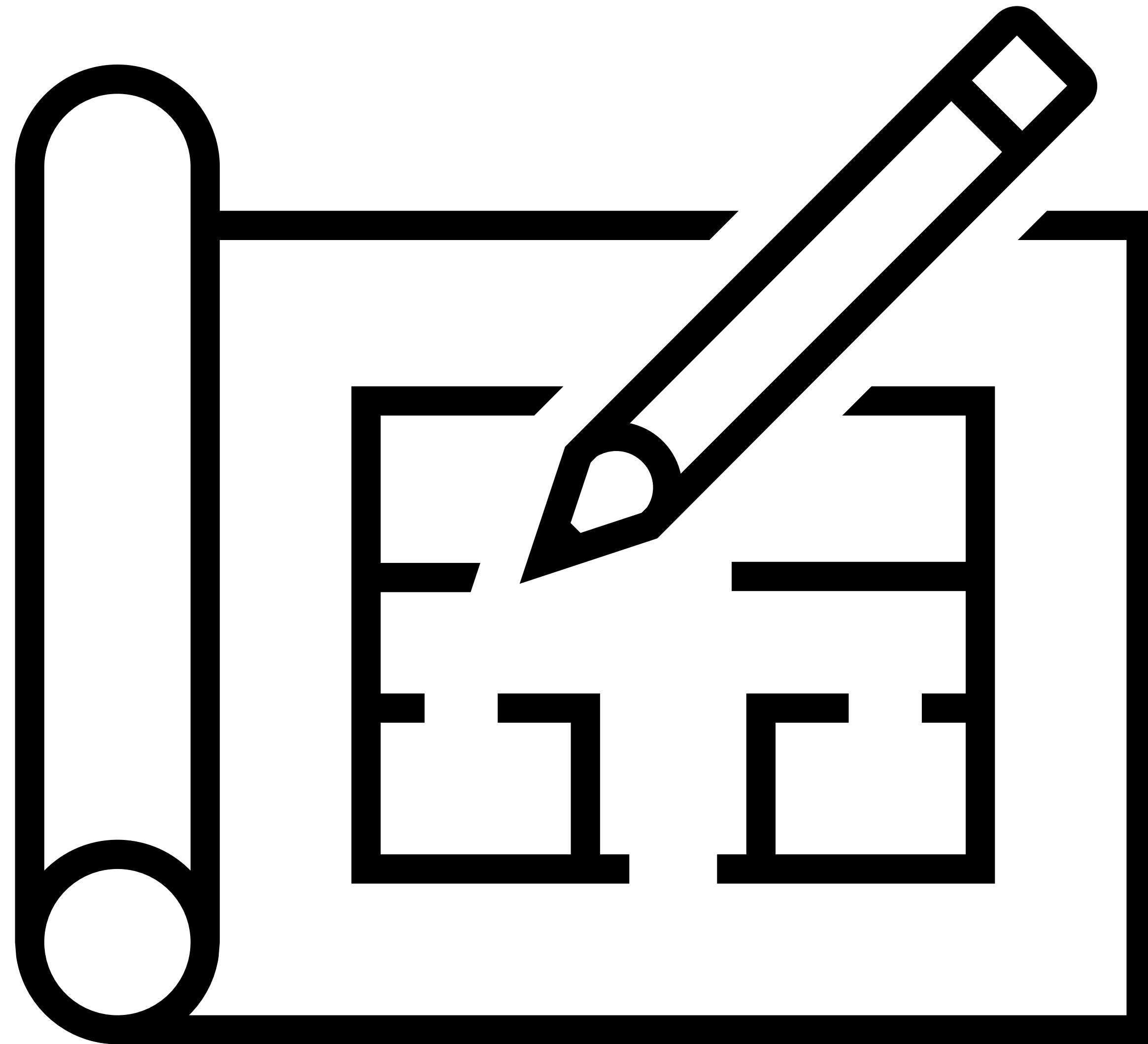
Learn How to Create a Plan for Continual Improvement Based on User Feedback and Immediate Enterprise Needs



Bugs and Missteps

Working towards a clearer picture

- Are a significant number of users facing this issue?
- Has this bad data issue continued past the initial launch point for this implementation?
- Is this user issue or is it really a clarity issue that pertains to setup or workspace configuration?
 - If it can be prevented, it probably should be.
 - Compiled data can be assessed

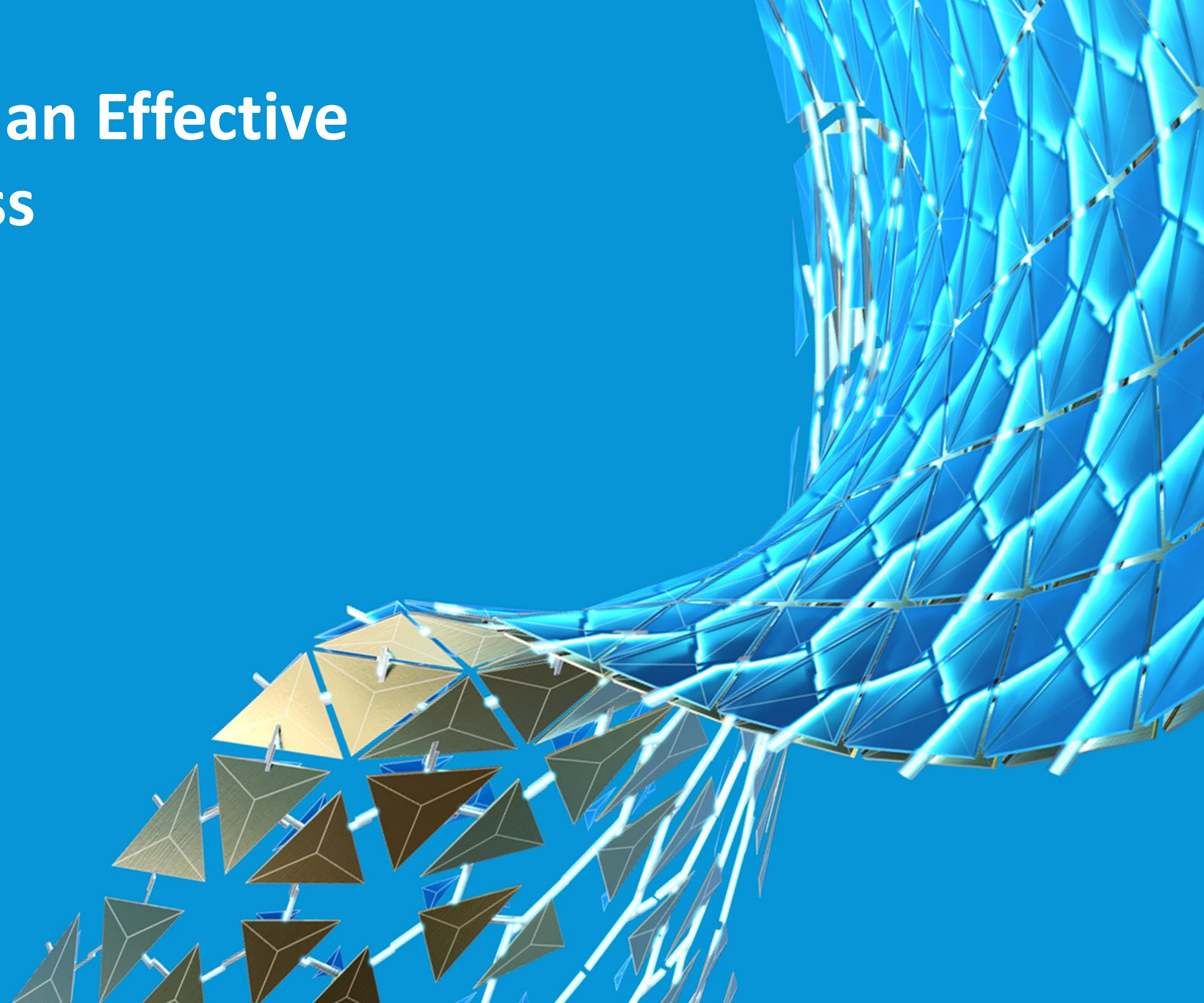


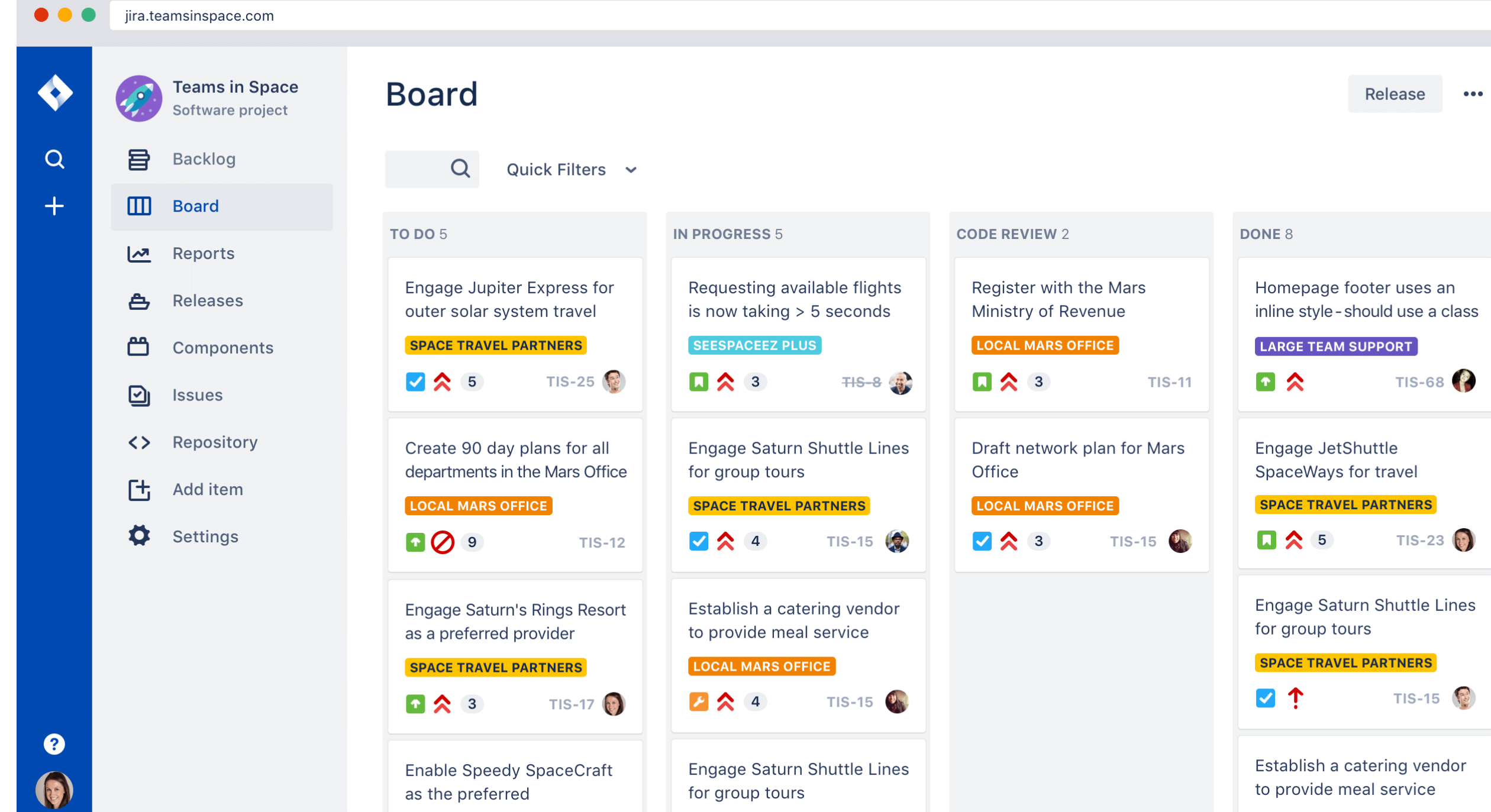
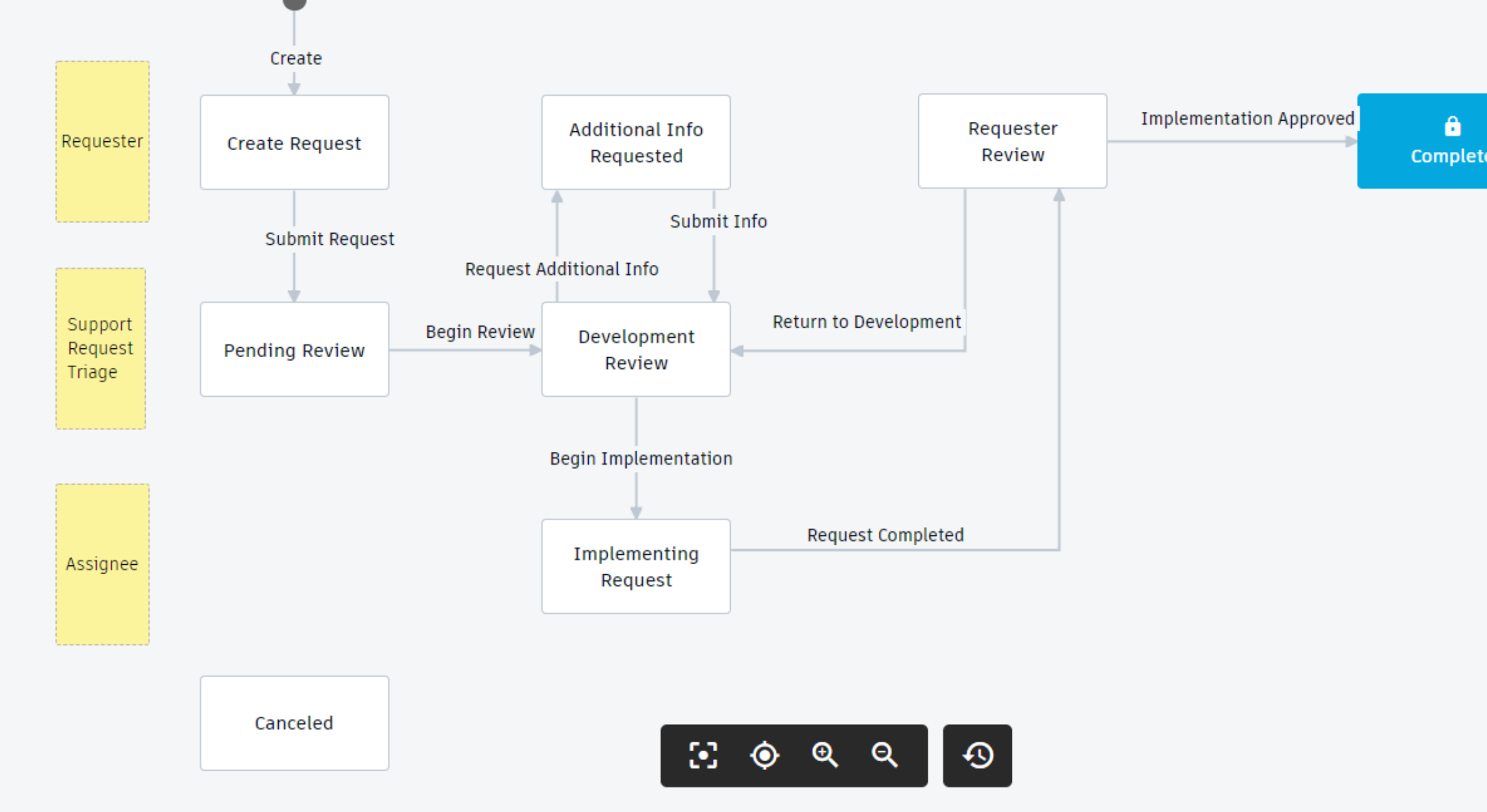


Process Improvement

- Processes Evolve
- Support System Net
- Complete Inheritance Tree
- Test Cases

How to Design an Effective Support Process





Inside

- Support Workspace
- Workflows
- Specific Details and Prioritization
- Need customer ownership

Outside

- IT Maturity Dependent
- Visibility Needed
- Ticket Silos
- Has customer ownership

How to Employ Lessons Learned to Drive Better Support and User Relations





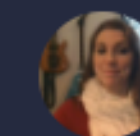
Plan for Process Improvement

- Anticipating the need to evolve is going to lead to a different way of thinking about tickets that come into any support system.
- Compiling Tickets for Reporting
- Actively Looking to Increase System Value and User Satisfaction
- Worth the Headache

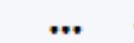


Transactional Support

- Clear and Consistent Detail Level
- One System for Support
- Proper Prioritization



Charts



My Outstanding Work

Last updated: 10/21/2020 12:44 AM - Updating...

			Due Date	Item Name	Workspace	State	State Set On	State Set By
			10/22/2017	699-00001 - [REV:B] - Work Instructions	Preparing	Preparing to Ship	10/21/2017	Jayna Vroman
				DC000001 - Release Docs	Document Change Order	Preparing	10/23/2017	Jayna Vroman
				DR000001 - Design Review	Design Review	Preparing	10/23/2017	Jayna Vroman

My Bookmarks



★	Item Name	Workspace	Comment
★	699-00006 - [REV:B]	Items and BOMs	Medical Device Demo
★	699-00001 - [REV:B]	Items and BOMs	High Tech Demo
★	699-00004 - [REV:A]	Items and BOMs	Industrial Demo
★	699-00007 - [REV:w]	Items and BOMs	Automotive Demo

My Recently Viewed Items



Item Name	Workspace
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