

# 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.

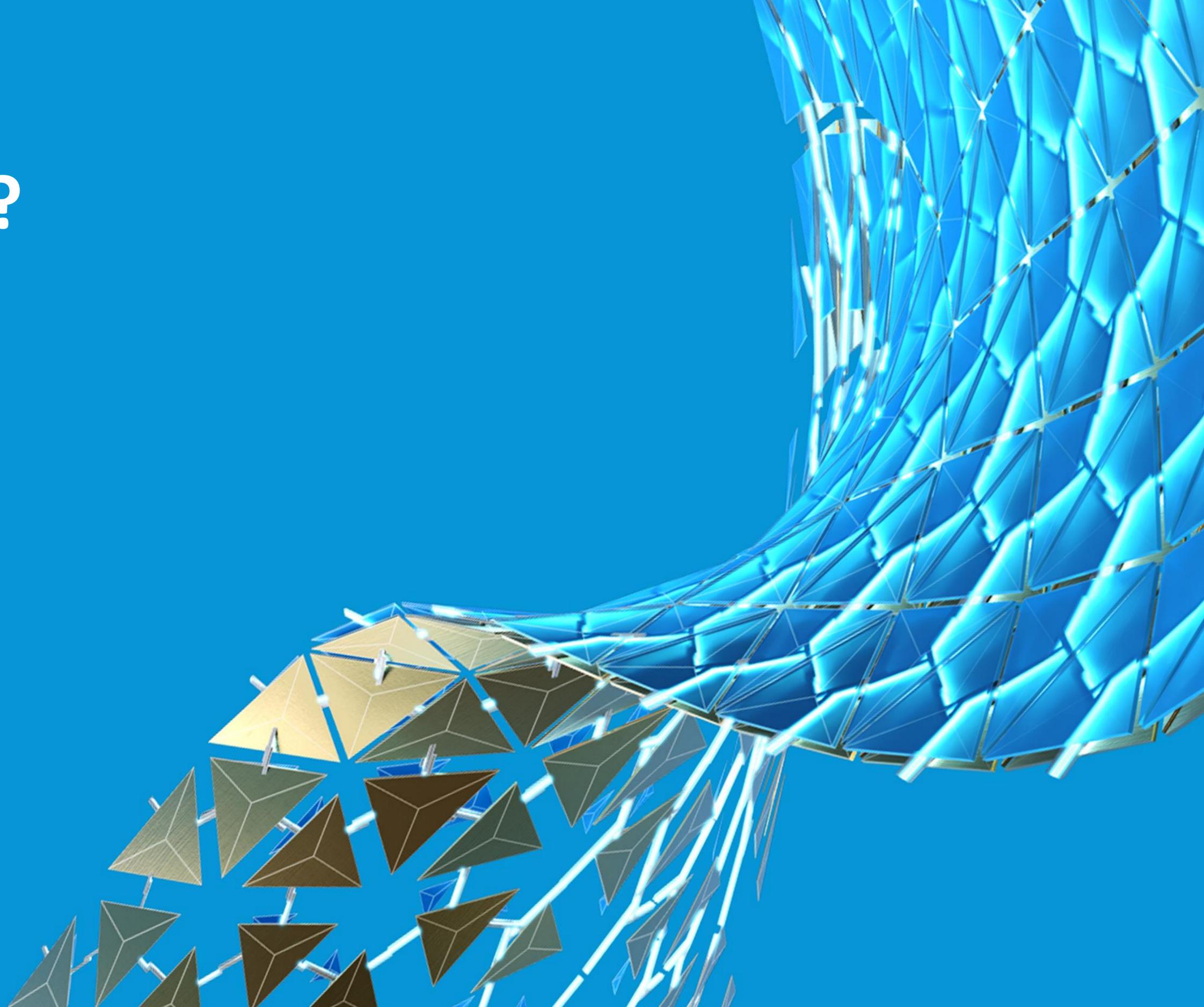


< Workspaces

Item Descriptor	Current State	Industry
Product Development 900-00018 - GeForce Boot	Requirements Definition	Industrial
Change Management 900-00015 - Size 5 SuperLight Supply Chain	Requirements Definition	Industrial
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**



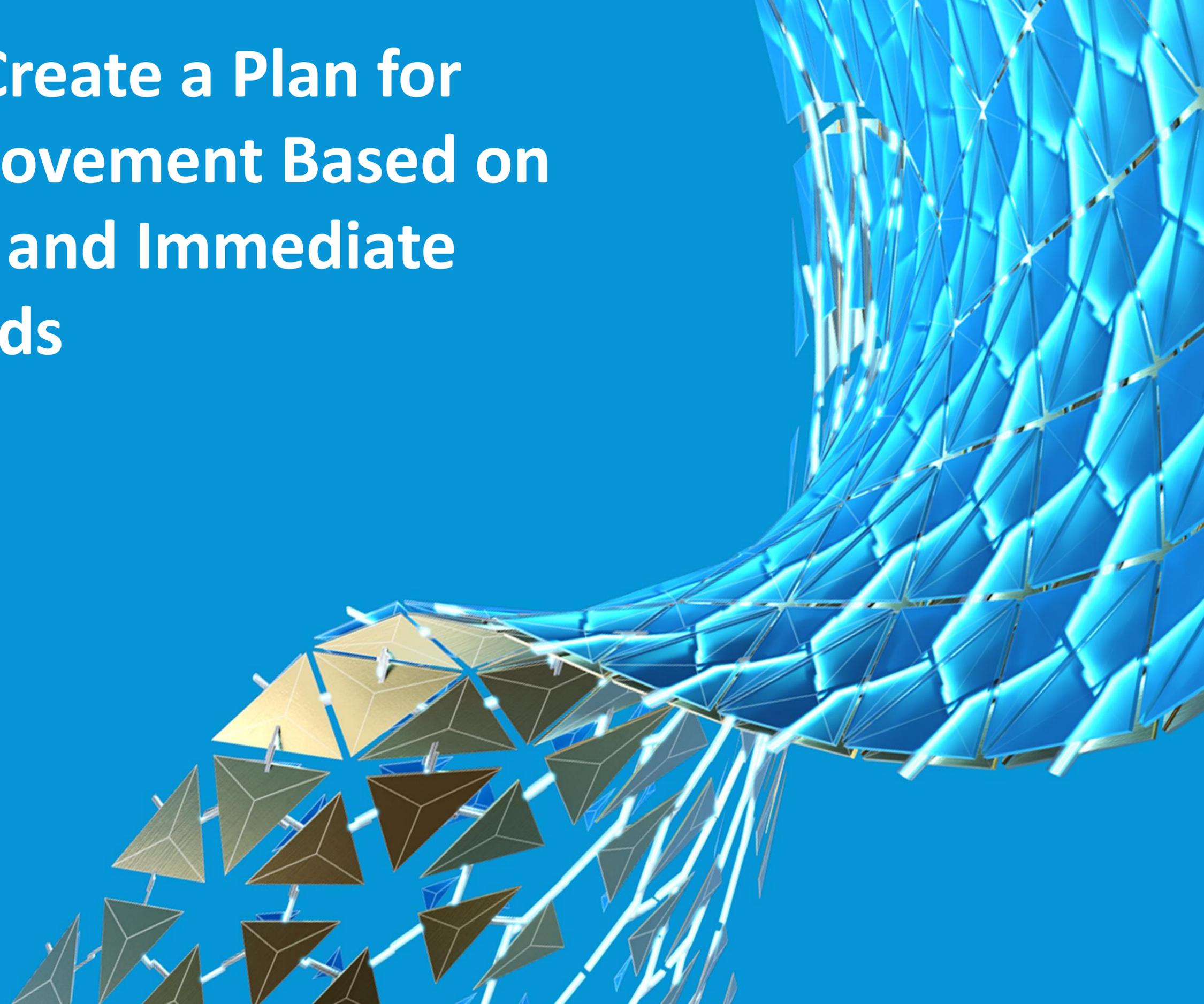
**But it worked on paper**



# Mistakes Do Happen

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

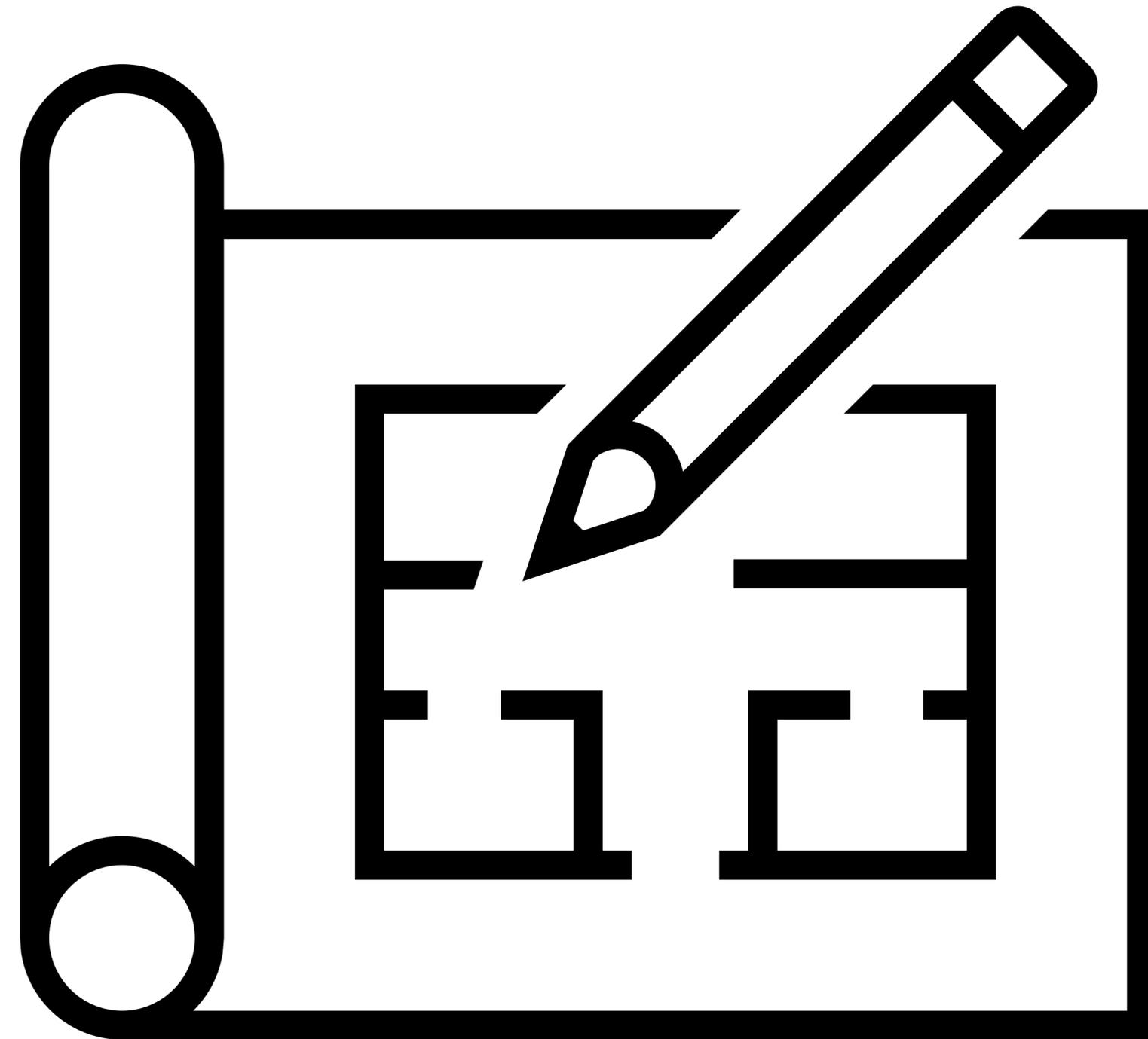
# Learn How to Create a Plan for Continual Improvement Based on User Feedback and Immediate Enterprise Needs



# 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

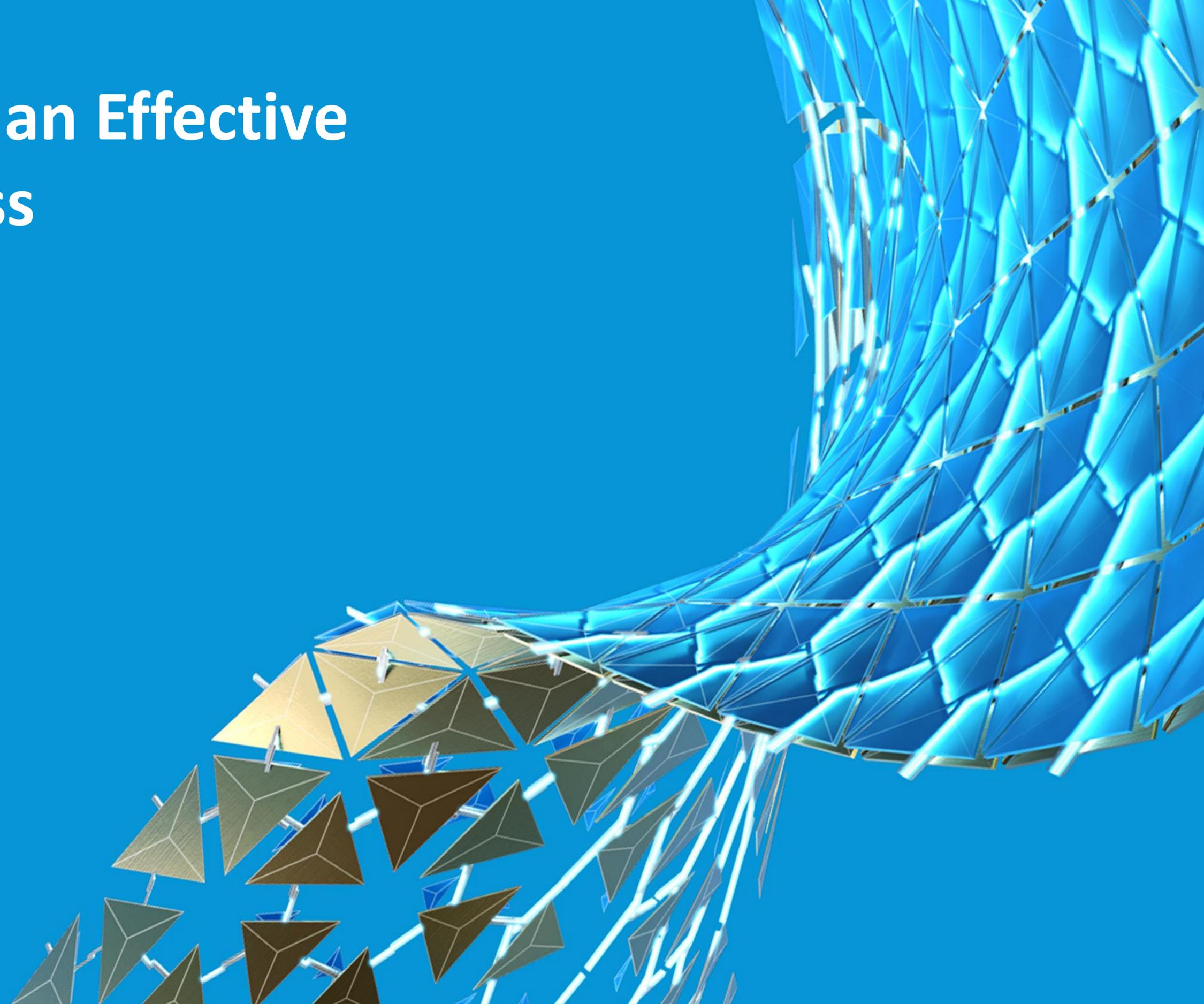


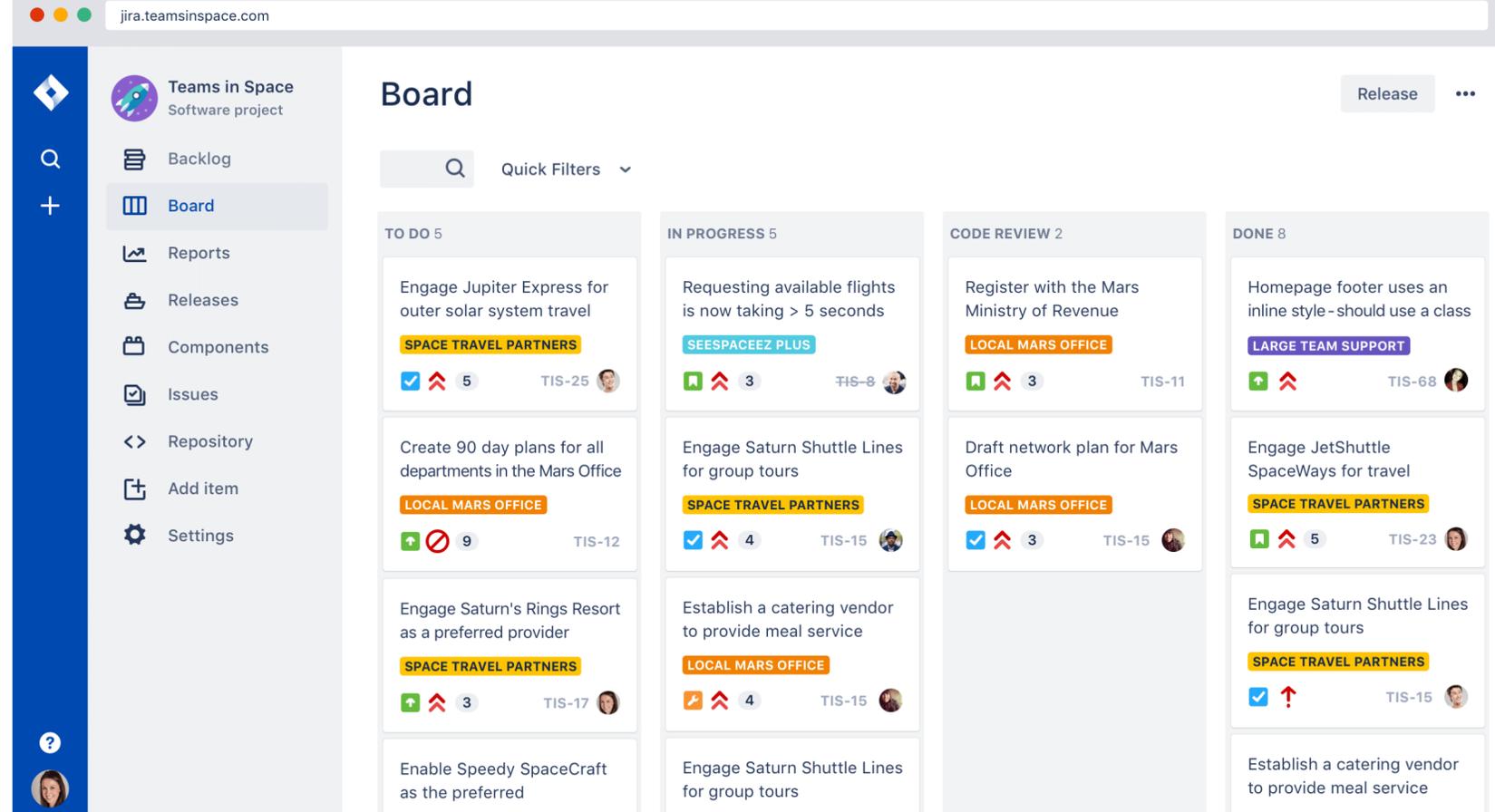
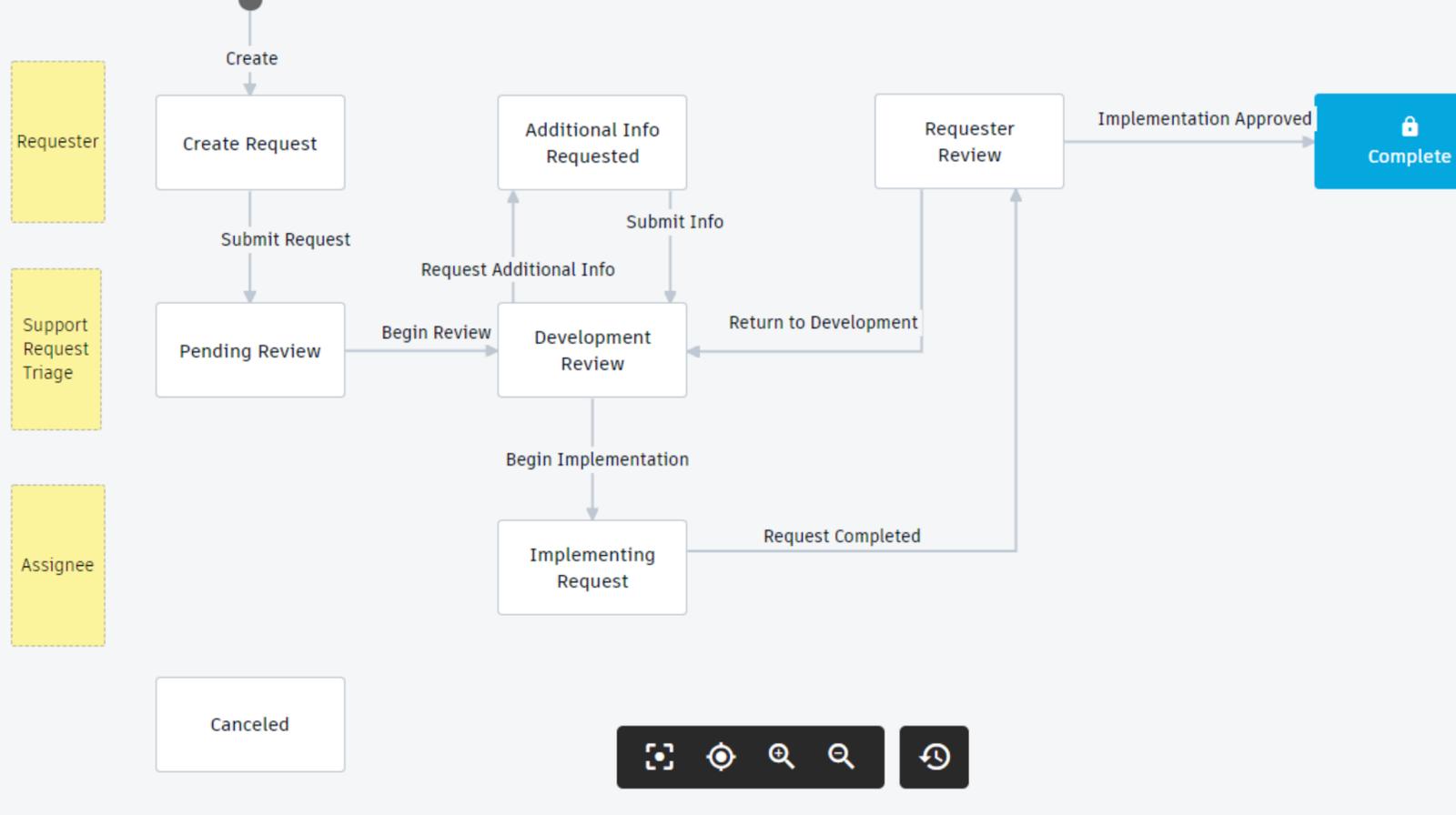


# Process Improvement

- 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...

Item Name	Due Date	Workspace	State	State Set On	State Set By
DC000001 - Release Docs	10/22/2017	Document Change Order	Preparing	10/23/2017	Jayna Vroman
DR000001 - Design Review		Design Review	Preparing	10/23/2017	Jayna Vroman

These systems need to evolve around efficiencies

Darren Hartenstein

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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