

Support and Governance Consulting Overview

Support and Governance Toolkit



The Support and Governance Toolkit includes:

- A support tier structure template
- Admin Services responsibilities chart
- Admin change control log
- A template for documenting Frequently Asked Questions (FAQ)
- FAQ strategy development matrix
- A Standard Operating Procedures (SOP) inventory and template
- Governance charter template and role descriptions
- Governance roles and responsibilities chart
- Change impacts log
- Governance decision log
- Governance process and meeting management tools

Discovery Workshop

1-day workshop

The workshop provides an overview of the key issues in defining a support tier structure and the necessary resources to implement the structure. 3D Results will also discuss the process for building a governance charter and structure as well as the importance of ongoing process rigor to manage future changes.

Agenda

- Why talent management system program governance matters
- Common talent management system program governance challenges
- Review the current state of support and governance
- Best practices in program governance and support structures
- Support and governance tools are reviewed

Suggested participants: Leaders with ongoing program strategy responsibility as well as management and key project team members

The Support and Governance Toolkit is included with the Discovery Workshop

Development Workshop

2-day workshop

The development workshop is a working session for up to 10 participants designed to customize, align, and complete the Support Structure and Governance Framework templates included in the toolkit with existing IT or HR processes and documents.

Agenda

- Identify and define the ongoing system support structure
- Identify and define the governance process
- Complete the tasks and activities outlined in the toolkit

Suggested participants: Program owners with tactical responsibility for managing governance practices and/or support teams and processes

Prerequisite: The Discovery Workshop

Consulting

Our 3D Results consulting services can provide guidance around developing a governance framework, charter and strategy, documenting Standard Operating Procedures, Frequently Asked Questions, designing a tiered support structure or any elements related to building your support and governance strategies.



ABOUT 3D RESULTS

3D Results® provides consulting and data science as a service for SAP SuccessFactors and IBM Kenexa HCM suites. Our Process on Purpose® methodology ensures a successful implementation while connecting data and aligning systems with talent strategy. Our experienced, practitioner professionals offer a consultative style that delivers Results on Purpose®.