



**InBev
Corporation**



**Project: Request Now Implementation
Datum: 12/2006**

The Company

InBev was formed in 2004 when Interbrew and AmBev combined to what is now the world's largest brewer by volume with a market share of close to 14%. The headquarter is located in Louvain. With operational activities all over the globe and a product portfolio of more than 200 brands, including Beck's, Brahma, Leffe and Stella Artois, InBev became a true global brewer with leading positions in Europe, America and Asia.

The Project

A global web tool was designed at corporate level in order to allow end users to submit new infrastructural requests such as requests for mobile phones, request for a laptop, request for extra memory, for new software installation, ... towards the external service provider(s) (IBM and BT).

A regional service catalogue, accompanied with the end users profile within the company, drives the complete service order flow.

The Request Now implementation project was set up to roll out and introduce the new tool in Western Europe. The implementation strategy was to start with a few pilot users per country. After a test period, the implementation was extended to the complete region.

Case

Deliverables

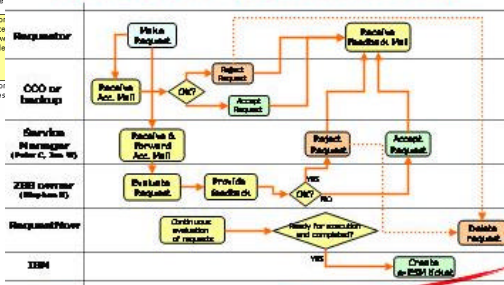
- Project Management for the roll out of the tool
- Deployment planning

Task Name	Duration	Start	Finish	Predecessors	Resource Names
Requestflow application	7 days	Thu 23/11/06	Fri 11/12/06		
Solve blocking bugs	6 days	Thu 23/11/06	Thu 30/11/06		B. Van Fraechem
Synced production and test environment	1 day	Fri 1/12/06	Fri 1/12/06	2	B. Van Fraechem
Data validation	61 days	Mon 16/10/06	Mon 8/01/07		
Pilots	61 days	Mon 16/10/06	Mon 8/01/07		
Corporate	3 days	Mon 20/11/06	Wed 22/11/06		
Belgium pilot users	16 days	Mon 16/10/06	Mon 6/11/06		
Validated cost center data	12 days	Mon 16/10/06	Tue 31/10/06		K. Van Den Driessche, P. C
Uploaded cost center data	0.5 days	Thu 2/11/06	Thu 2/11/06		B. Van Fraechem
Validated user data	12 days	Mon 16/10/06	Tue 31/10/06		K. Van Den Driessche, P. C
Uploaded user data	1 day	Thu 2/11/06	Thu 2/11/06		B. Van Fraechem
Validated service catalogue	12 days	Mon 16/10/06	Tue 31/10/06		K. Van Den Driessche, P. C
Uploaded service catalogue	1 day	Mon 6/11/06	Mon 6/11/06		B. Van Fraechem
France	3 days	Mon 4/12/06	Wed 6/12/06		
Netherlands	3 days	Mon 11/12/06	Wed 13/12/06		
UK	3 days	Mon 1/01/07	Wed 3/01/07		
Germany	6 days	Mon 1/01/07	Mon 8/01/07		
Training	21 days	Tue 10/10/06	Tue 7/11/06		
Updated global training material	3 days	Tue 10/10/06	Thu 12/10/06		B. Van Fraechem
Train Service Managers	1 day	Tue 31/10/06	Tue 31/10/06		B. Van Fraechem
Training material for pilot users	2 days	Mon 6/11/06	Tue 7/11/06		
Train pilot users	1 day	Tue 10/10/06	Tue 10/10/06		K. Van Den Driessche
General training for BeNeFraLux users	2 days	Tue 10/10/06	Wed 11/10/06		P. Cosmans
Deployment	1 day	Mon 6/11/06	Mon 6/11/06		
Boarding sheet Corporate	1 day	Mon 6/11/06	Mon 6/11/06		R. Peirings
Boarding sheet Retail/Partur	1 day	Mon 6/11/06	Mon 6/11/06		P. Cuyvenants

- Documentation of surrounding business processes

ID	Process	Description - prerequisites	Request Now steps to take	Responsibility	Templates to use
1	New external employee is hired for internal position	> Employee was not known at InBev before for internal position	> Submit new 'Create new user' request > Check ZBB profile	Assistant of line manager Service Manager + ZBB responsible	
2	Creation of a user without equipment delivery to be able to create him in IBM systems (e.g. for Manage Now access)	> Request for new user, e.g. for training purposes only, is send to service manager	> Service Manager or end user fills in the new user template > User info is uploaded in Request Now on specific cost center	Service Manager Global	\ICT\Software\Technology Packages\Requestflow\Templates\requestflow_NEW_USER
3	Transfer of internal employee without profile change and with move to another cost center	> Employee is already defined in Request Now > Cost center of employee changes	> Cost center representative of NEW CC must add the user to his cost center	New cost center representative	
4	Transfer of internal employee with profile change and move to another cost center	> Employee is already defined in Request Now > Cost center of employee changes > ZBB profile changes	> cost new CC > cost of > serv profile		
5	External employee who worked at InBev before starts as internal InBev employee	> Employee is already defined in Request Now > Cost center of employee may change > ZBB profile can change > Email address can change > User type must be changed	> Sub update others > Delete		
6	Employee leaves InBev	> Employee will no longer work for InBev > Equipments have to be returned => cross check with asset information is done > IBM should get equipment back: only in	> Sub request		

"Create New User" process BeNeFraLux cnt'



- Enhancement follow up

!n3ev Request Now enhancements Western Europe

ID	Prio	Transaction	Category	Description	Estimated effort	Detailed Prio
1	High	Email	Enhancement	Make content of emails clearer to enlarge the buy in of end users. Currently, mails are seen as unclear and too many mails are sent. Show which adaptations are made when a new mail is sent (e.g. put in bold the changed field). Make title clear so that the user can deduct what changed to his request without opening the mail. Also reduce the number of emails that is sent to a requester: immediately sending three mails when submitting a request is too much!	3 days	
2	Medium	Interfaces	Enhancement	Automatic interface with ZBB tool (global tool) should be made in order to keep the data up to date.	5 days	
3	Low	Catalogue	Enhancement	Allow areas and subareas to be translated if wanted (e.g. needed for French roll out).	1 day	
4	Medium	History	Enhancement	User must be able to consult submitted request that were already transmitted to IBM. Link between Req Now ID and e-ESM ticket number must be clear.	2 days	
5	Medium	Reporting	Enhancement	Reporting on submitted request is needed to be able to validate IBM invoicing. Compare layout with GSMART structure.		
6	Low	SLA	Enhancement	A default SLA value could be set according the general rules in the GIEP contract.	0,5 day	
7	Low	Create/Delete user	Enhancement	When creating a new user, the user should be able to specify that certain services are not needed. Similar intention should be available when deleting a user (eg. if he may keep his portable).		
8	Low	Message	Enhancement	Error messages to users must be clear e.g. explicitly mention that s/n has to be filled in in the service info fields.		

- End user training
 - > remote trainings through conference calls and livelink demos
 - > on site training
- Issue follow up