

# WIN EVERGREEN PROCESS

## Customer Case Study

# SEPAGO IN A NUTSHELL



SYSTEM INTEGRATOR,  
ISV AND CLOUD MANAGED  
SERVICE PROVIDER



**SINCE 2002**

SUCCESSFUL ON THE MARKET  
AT THREE LOCATIONS:  
COLOGNE HAMBURG MUNICH



**SPECIALISED IN**

MICROSOFT CLOUD TECHNOLOGIES, MODERN WORKPLACE,  
MOBILITY, APP VIRTUALISIERUNG & VDI, CITRIX WORKSPACE  
APP, VIRTUAL MANAGED SERVICES AND IT-SECURITY



**HUNDREDS OF  
SATISFIED  
CUSTOMERS**



**85 ENTHUSIASTIC EMPLOYEES**

EXCELLENT ORGANIZATIONAL CULTURE  
COMMUNITY AWARDS



**MILLIONS OF GOOD  
IDEAS**

# EXAMPLE WORKSTREAMS OVERVIEW

Phases	Workstream
Kick-off	Constitutional Constitutional Measurement & Improvement
Preparation & Testing	Feature Review Process Application Compability testing Prepare Infrastructure Prepare Windows Upgrade Communication to IT (Onboarding & Training)
Roll-out	End-user communication Feedback Perform Upgrade
Closing	Measurement & Improvement (Mind-set & Stakeholder) (Plan for Innovation)
Extra processes	Office 365 SCCM

# THE COMPANY

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- small, Germany-based manufacturing company (hidden champion)
  - 12.500 employees generated about 2,5 billion € in 2019

## **Current Challenge:**

Customer faces the challenge of serving the new time intervals of Windows updates. It is also very important that the critical line of business apps continue to function without problems. Live and demo environment must be managed.



# CUSTOMER PROBLEM & CURRENT SITUATION

- **New Windows Updates require new processes**
- **General workstream overview required**
- **Allocated Action Items through RACI matrix**
- **Step-by-step documentation for upskilling**
- **Forecast FTE resources**

# WHAT WE DELIVERED

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- Identification of relevant process triggers & the OS system landscape
- Integration of Windows Updates Intervall into the existing IT landscape
- Standardization of the "Update process"
- Survey & Onboarding of relevant Stakeholders
- Organizational growth towards a global group
- Clear & structured preparation for the Updates
- Communication, importance & team resources of the IT department's activities



# AGENDA OF THE ENGAGEMENT

## **Design Process level 1 high level**

- high level process description
- description key use cases based on Change phases

## **Define process level 2 action item**

- Definition roles, interfaces & RACI allocation
- action-item definition

## **Document process level 3 step-by-step**

- step-by-step documentation (operational manual)
- onboarding documentation
- methods and tools documentation (toolkit)

## **Optional: Establish process monitoring**

- Establishing a measurement plan (technical & UX/IT Stakeholder feedback)
- Establishing a Power BI based measurement dashboard
- Establishing and documenting the measurement process
- Appropriate actions and improvements based on the measurement results

## **Optional: Implementation in ITSM**

- Visualizing the process
- Organizing the workflows
- Documenting the workflows
- Automizing the workflow
- Established KPI-Source for measurement/monitoring

# EXAMPLE KICK-OFF WORKSHOP

## 3 Agenda Kick-off Workshop

1. Check-in & expectation (15min)
2. Introduction: process architecture Layer 1-3 (15min)
3. Organizational process assessment based on checklist (30min)
4. Outlook: Decision primarily focused process this session (15min)
5. Measurement outlook: How is success defined within the process? (30min)
6. Next steps, defined iterations/feedback-loops & Collaboration (15min)
7. Feedback & Closing



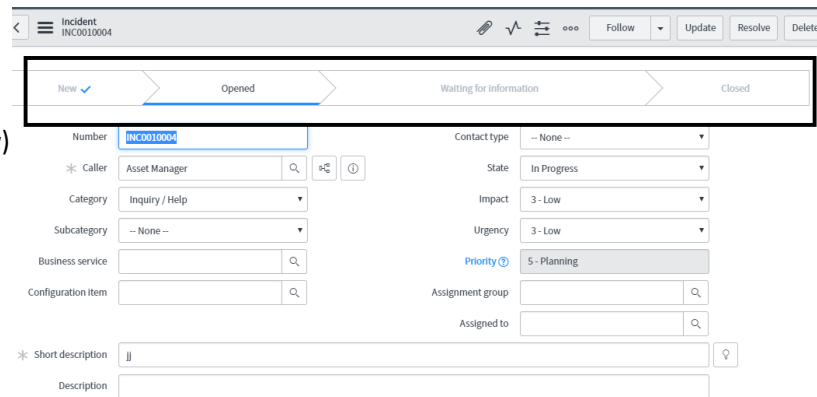
# PROCESS ARCHITECTURE & EXAMPLES

# „BEGIN WITH THE END IN MIND“

One source of documentation (operational manual/process)

The process documentation is transferred to your ITSM (e.g. Service Now)

- ✓ Visualizing the process
- ✓ Organizing the workflows
- ✓ Documenting the workflows
- ✓ KPI-Source for measurement/monitoring

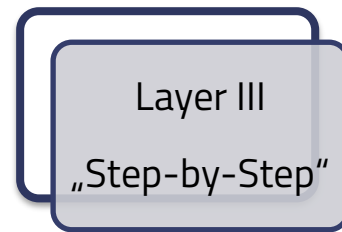
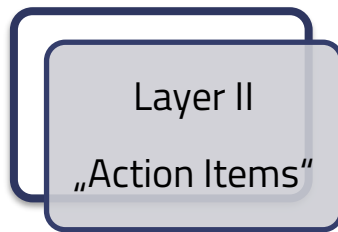
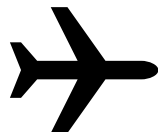
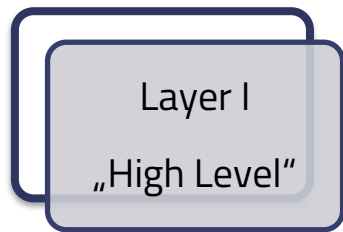


The screenshot shows a ServiceNow incident form for 'Incident INC0010004'. At the top, a workflow diagram is highlighted with a black box, showing four stages: 'New' (with a checkmark), 'Opened' (highlighted in blue), 'Waiting for information', and 'Closed'. Below the diagram, the form fields are organized into two columns. The left column includes 'Number' (INC0010004), 'Caller' (Asset Manager), 'Category' (Inquiry / Help), 'Subcategory' (None), 'Business service', and 'Configuration item'. The right column includes 'Contact type' (None), 'State' (In Progress), 'Impact' (3 - Low), 'Urgency' (3 - Low), 'Priority' (5 - Planning), 'Assignment group', and 'Assigned to'. At the bottom, there are fields for 'Short description' and 'Description'.

# servicenow™

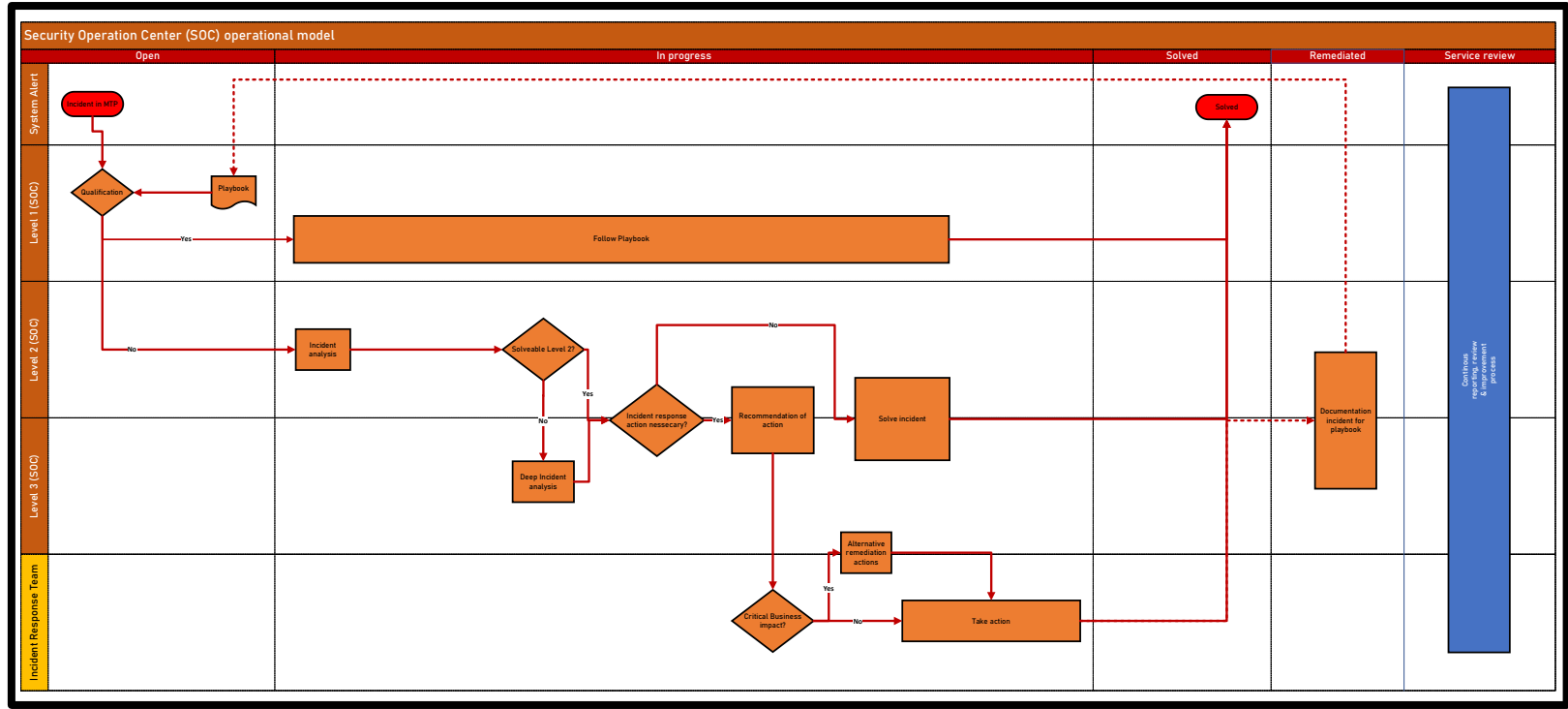
or other ITSM

# PROCESS STRUCTURE



	Layer I	Layer II	Layer III
<u>Purpose:</u>	High level process & workstream overview	Action Item Lists for each workstream with RACI	step-by-step documentation
<u>Informs about:</u>	Process phases, process starts & frequencies, dependencies, main responsible stakeholder	Who needs to do which Action Items in which order to fulfill the workstreams	All needed details how to fulfill the Action Items
<u>Assembled in:</u>	Visio(s)	Excel	Word

# EXAMPLE LAYER I – HIGH LEVEL



# EXAMPLE LAYER II – ACTION ITEMS

Workstream Constitutional - Action Items	Median time/Incident	LVL1	LVL2	LVL3	SecSME	SocTL	SDM	SecEng	IR	SME	CI/IO
<b>Phase: Open</b>											
<b>Incident in MDATP</b>	0										
Check incident monitoring automation		R			A		C				
Monitor incident queue		R			A						
<b>Decision: Qualification</b>	10										
Assign incident to relevant Analyst		R	C		A						
Check for existing documentation in playbook		R	C		A						
If existing documentation in playbook: Follow-playbook		R	C		A						
If not existing documentation in playbook: Fill ticket template: Incident analysis		R	I		A						
<b>Phase: In progress</b>											
<b>Follow-playbook (if existing documentation in playbook)</b>	5										
Open playbook		R			A						
Search for incident category		R	C		A						
Follow playbook instructions		R	C		A						

# EXAMPLE LAYER III – STEP BY STEP (RUNBOOKS)

Workstream	Feature Review process
Action Item	Prepare environment for testing new features
Predecessor	Decide which features should be implemented
Accountable	PO WIN
Responsible	OPS WIN
Consultable	OPS MECM, PO WIN, PO SEC, OPS AD, ITSEC
To Inform	EPO, PO MECM, OPS AD
Start trigger	Action Item "Decide which features should be implemented" completed.

**1. Short description of Action Item**

This Action Item is done to ensure that the test environment fulfills all requirements to do the testing.

**2. How to fulfill Action Item**

- Open the corresponding feature review document in Evergreen IT Teams under *Waas > Files > TechDocs > 1909 1903 Feature overview and decision table.xlsx*
- Check the column "FRB approved for test". For each feature that FRB approved, prepare any depended recourses that are required to run a test of this feature, things like:
  - ADMX template import if you can't test the functionality by using local group policies.
  - Prepare test devices with the target Windows 10 version installed.
  - Prepare a server that hosts the new feature that needs to be tested.

## 3.19 Malware

### 3.19.1 'Mimikatz' hacktool was detected

**Severity:** High

**Detection Source:** AntiVirus

**Detection Status:** Prevented

#### **Analysis:**

- Understand the threat
  - <https://www.microsoft.com/en-us/wdsi/threats/malware-encyclopedia-description?Name=HackTool%3aWin32%2fMimikatz.D>
- Check the timeline
  - Was the file "remediated successfully"
    - ⇒ Threat got remediated by „Automatic Remediation“
    - ⇒ Check the Audit Logs of he „Automatic Remediation“ for details

#### **Remediation:**

Already remediated by "Automatic Remediation"

# PRINCIPLES OF END-USER COMMUNICATION



## **purposeful**

It is imperative that the goal of any communication measure is clear. The communication to be used aims to understand, deepen and shape the project contents.



## **consistent**

Communication is consistent, in line with the project. The strength lies in the repetition and consistency of the message.



## **positive & special**

The communication expressions are different from every-day life and the sound is positive. It is important that employees are encouraged to be receptive to information and to engage in communication.



## **interaction & activation**

The communication is focused on interaction and activation. To ensure that the course is truly understood and lived, it is important that the dialogue comes from both sides. This is ensured by the defined communication and activation initiatives.

# OUTCOME FOR THE CUSTOMER



Overview &  
foresight operations



Structured designed  
workflows



Build internal  
operation  
knowledge



Meet regulatory  
requirements



Clear interfaces with  
external partners



Constant  
development with  
automation



*„Matching organization & tool  
knowledge for successful operations“*





# THANK YOU FOR YOUR ATTENTION!

Let us hear from you!

