



DIGITAL PORTFOLIO MANAGEMENT



Digital Portfolio Management – Overall Progress Updates (16th – 30th Apr 24)

ACHIEVEMENTS:

1. Continue sessions to finalize the metrics for Digital Portfolio Dashboard
2. Finalized the checklist to qualify the projects to join DTS 2.0
3. Finalized the artwork of announcement e-shot for Digital Portfolio Categories Establishment with I&TF Marketing team
4. Finalize M365 utilization adoption dashboard for management with DG&A team.
5. Collaborate with BRM & ProdM teams on SAP BRDs process mechanism to be automated in Khadamatech system.
6. Alignment of Portfolio Backlog with Product Managers backlogs
7. Continues with Backlog Grooming meeting to review and agree on prioritized demands for initiation along with resource capacity from DEWA respective teams.
8. Continues demand planning existing backlogs with Moro team and agreed on scheduled delivery dates.
9. Assigned the approved and prioritized demands for delivery with relevant assigned stakeholders effectively

PLANNED INITIATIVES:

1. Finalized a BRD to raise a demand for Digital Portfolio Dashboard
2. Align DTS initiatives with DEWA strategies and portfolios
3. Release e-shot announcement across I&TF and DEWA staff
4. Collaborate discussion with Moro to agree on the implementation delivery method and the required resources from DEWA
5. Alignment between DEWA and MORO on the MSA effort estimation to agree on SLAs and escalation process
6. Engage with TMO team for DPfM related activities with MSA for Enterprise System and Smart Document domains
7. Engage with Digital DEWA for assigning demands using service credit in MSA and tracking via the monthly report
8. Work to enhance digital portfolio management reports by incorporating metrics, measurements, and value proposition of portfolio team's efforts
9. Work on DPfM marketing strategy plan to propose next release across DEWA
10. Assess the demand based on portfolio criteria and analysis, and review projects performance based on portfolio assessment regularly

RISKS

- Processing portfolio activities manually from various sources which required time & effort
- Insufficient resources working within Digital Portfolio Management
- Challenges on receiving the required data such as effort estimation during demand processing from Digital DEWA (MORO)

PROPOSED MITIGATION

- Automation Process of Portfolio Management in a new system
- Augment team with additional required resources
- SLAs to be set and tracked for demands requirement between DEWA & Digital DEWA (MORO)



DIGITAL PRODUCTS MANAGEMENT



Digital Product Management – Overall Updates (1st – 15th May 2024)

DPM Office Updates

1. MD&CEO Q1 achievements presentation.
2. Development of portal to consolidate DTS projects and their updates.
3. Releasing Microsoft Planner E-shot.
4. Microsoft 365 marketing plan.
5. DEWA/Moro IBM Generative AI Collaboration session to introduce the GenAI use cases using Watsonx Platform and to learn more about the high impact of the use cases
6. Planned for the Microsoft Teams features e-shot to be released in the upcoming cycle
7. Finalizing the Microsoft Teams Features Roadmap
8. The possibility of the Microsoft Teams Phone Capabilities along with Microsoft and the operation team
9. Study the feasibility of Microsoft Copilot extensibility integrations
10. Arranged several sessions for the event management with Microsoft with all the concerned teams in I&TF as requested by the CDO
11. Arranged several meetings with the Digital Transformation Strategy divisional champions to introduce DTS 2.0
12. 20 sessions to be arranged along with Microsoft partner “Cloud for Work” in order to increase the utilization of Microsoft Copilot
13. Arrangement for Gartner Gen AI session with all DEWA’s champions to discuss the outcomes of the last Gartner’s workshop
14. Solving several issues faced by the product managers with the business and the processes
15. Benchmark with General Directorate of Civil Defense to show them our best practice in Digital Transformation

Challenges

1. The PO of Renewal of Sign Language Interpretation License for DEWA Web still in workflow process.
2. There is an ongoing issue with a uniform password policy for both a website and a mobile application. This policy has been under discussion since 2022 and has not yet been finalized, leading to customer dissatisfaction due to the inconvenience of managing different password requirements.
3. Release Management in Masharee
4. Need supporting staff to handle tasks under employee services product.
5. Demand Prioritization challenged when it comes to cross functional.

DEWA Store

Total Partner	3 (Renewal)
Total Offer	6
Total Views	1,446
Total Order	4



Digital Product Management – Overall Updates ((1st – 15th May 2024)

Product Management Updates

○ Smart Internal Customer Service

1. Correspondence Management System demo with Delphi – Microsoft partner company. Initiated a POC on DEWA tenant.
2. Khadamatech Service Classification and cleansing Completed – from 400+ services its reduced to <150 services.

○ Smart External Customer Service

1. New Release of DEWA customer application (10.1.6):
 - Revamped Tayseer Service with Payment Option.
 - Mai Dubai offer during the move-in process for the selected customers.
 - Other Performance improvement and App enhancements.
2. DEWA Store V2.0 BRD was submitted and present it as a demand in CDM
3. Final Channel improvement and Service improvement action plan for Instant Customer Happiness Meter is currently being prepared in Power BI.
4. Shared my input with the DE team on meetings with VOC customer references by the shortlisted Vendors namely Meerana and Octopian.
5. Benefit realization process was presented to the DPSM core team, gaps identified, and feedback was given.
6. Led the final 3 demand shaping meeting for benefit management as part of the pilot with 10 demands which has now successfully completed.
7. Attended MS Teams – phone capabilities presentation by Microsoft and shared ideas on use cases in DPSM retrospective meeting on the presentation.
8. Supported the External Product Management team in DEWA store demand.
9. Followed up on smart app roadmap with mobility MORO team.



BUSINESS RELATIONS MANAGEMENT



Business Relationship Management – Achievements & Statistics

TASKS (In Progress):

- 1) Streamlining a channel for managing SAP demand requests within Demand Management Process.
- 2) Improving and simplifying the efficiency of approval procedures within the I&TF department for the initiatives: Success Factor & SAP ARIBA

TASKS (Completed):

- 1) Prepared a Power BI dashboard report for business divisions that provides a 360 degree view on the status of Demands & Projects.

STATISTICS:

Demand Requests

Demand Requests received and processed as below :-

- 19 New demands received
- 0 Returned
- 19 In progress
- 0 Processed–DPfM Review

Task Force - BS&HR Initiative

Meetings conducted bi-weekly with business units to discuss & resolve challenges & issues raised by business.

- 29 Resolved
- 7 In-Progress

I&TF Memo

Memos sent to I&TF for resolution either Escalation or requesting service.

- 1 Received
- 0 Completed

Focus Group - S&GC

Meetings conducted weekly with business and respective Project and Product Managers to discuss & resolve challenges & issues raised by business.

- 11 Resolved
- 20 In-Progress



Thank you..