

Agenda '12 april

- Beskriv en förmåga
- Effekter av förändringsarbete
- Vintergatan i tiden
- Heatmaps och Roadmaps

Lunch

- Vintergatan och strategiskt arbete
- Vintergatan – praktiskt arbete
- Dokumentation, arbetsformer och kommunikation
- Storytelling
- Repetition – Hur får det att hända!? Handlingsplan framåt

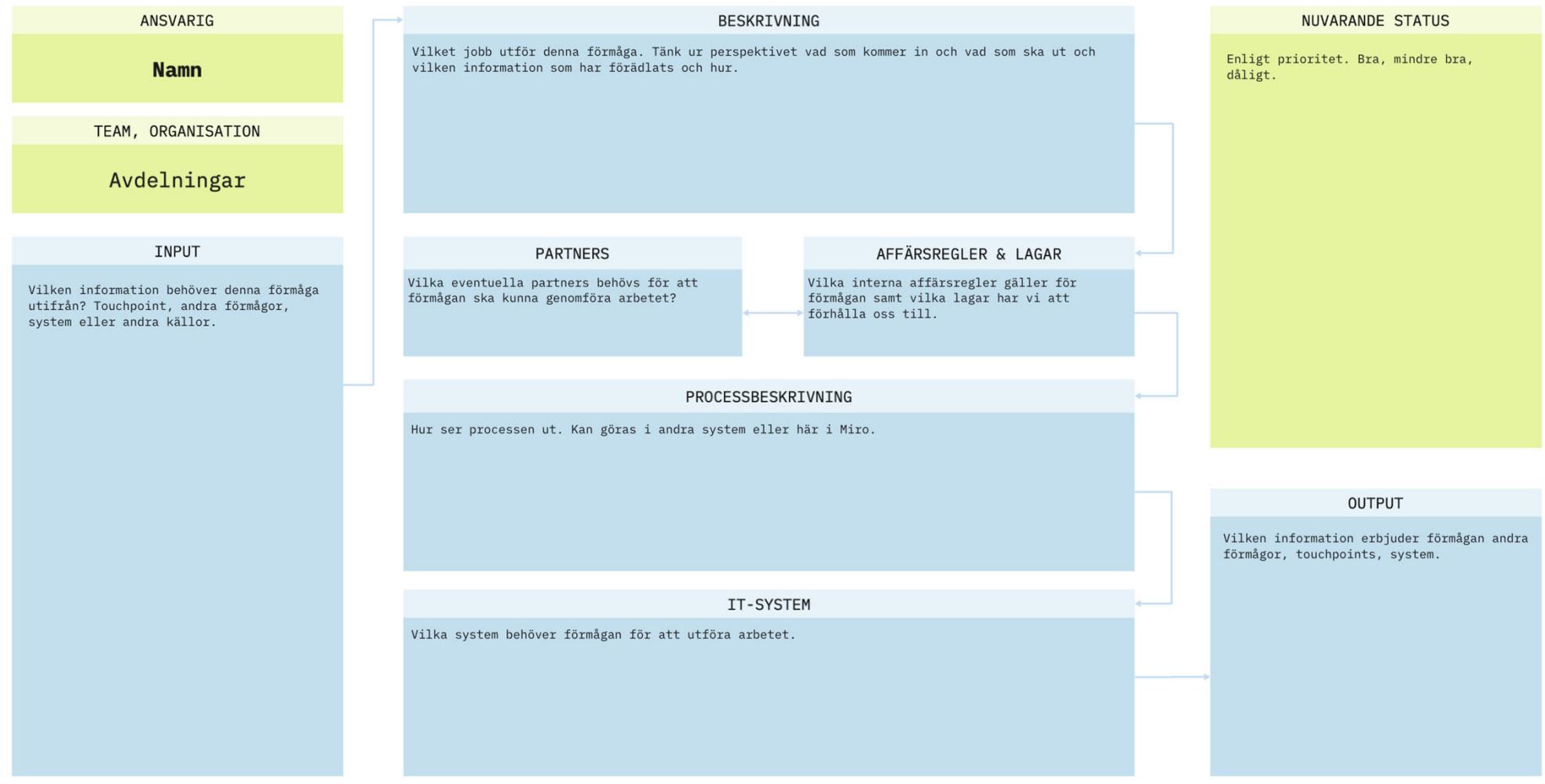
Övning

Beskriv en förmåga i mer detalj



Förmåga: Förmågenamn

NULÄGE



Bygg vidare

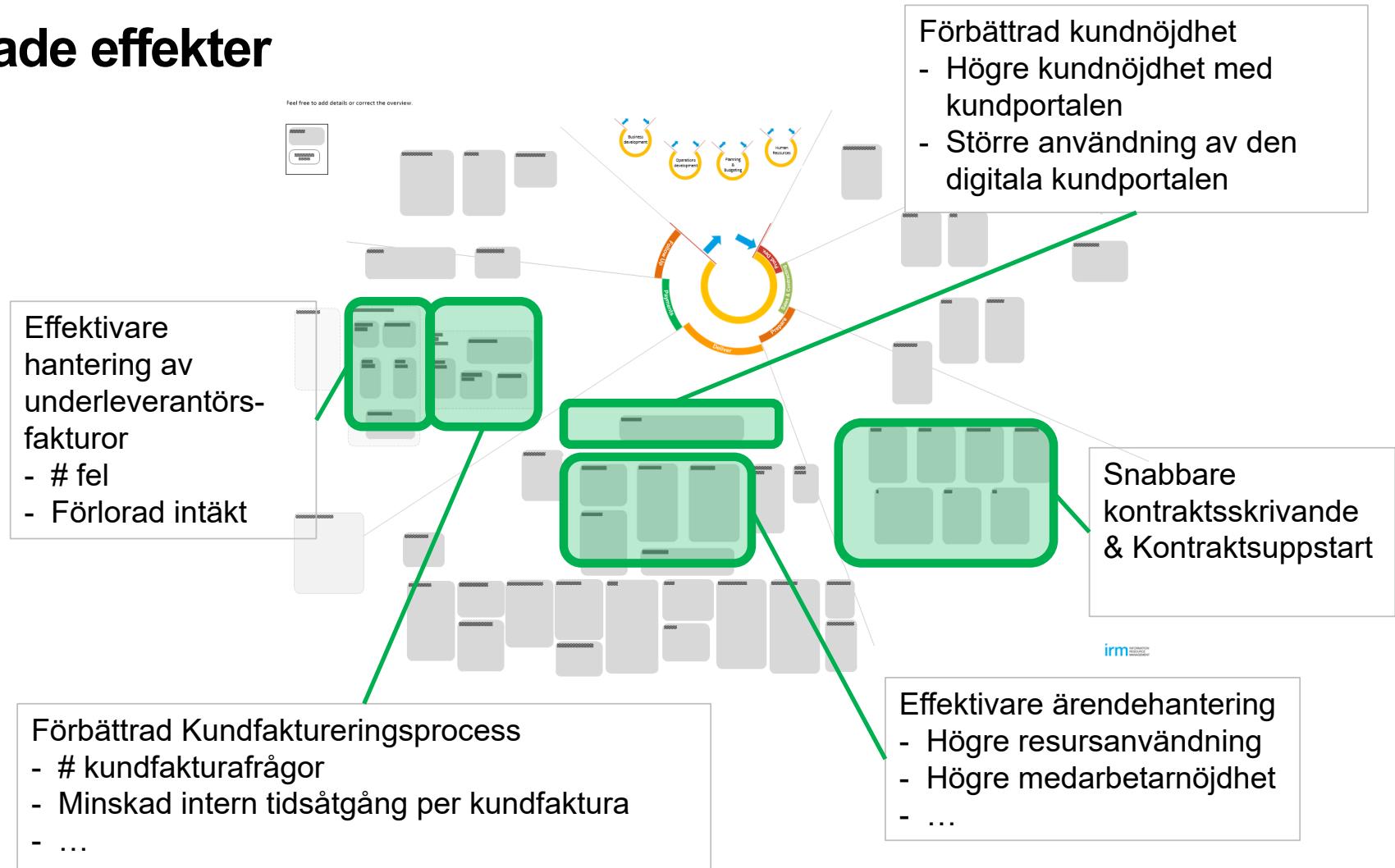
Beskriv en förmåga

- Använd er av förmågemallen och beskriv en förmåga i mer detalj

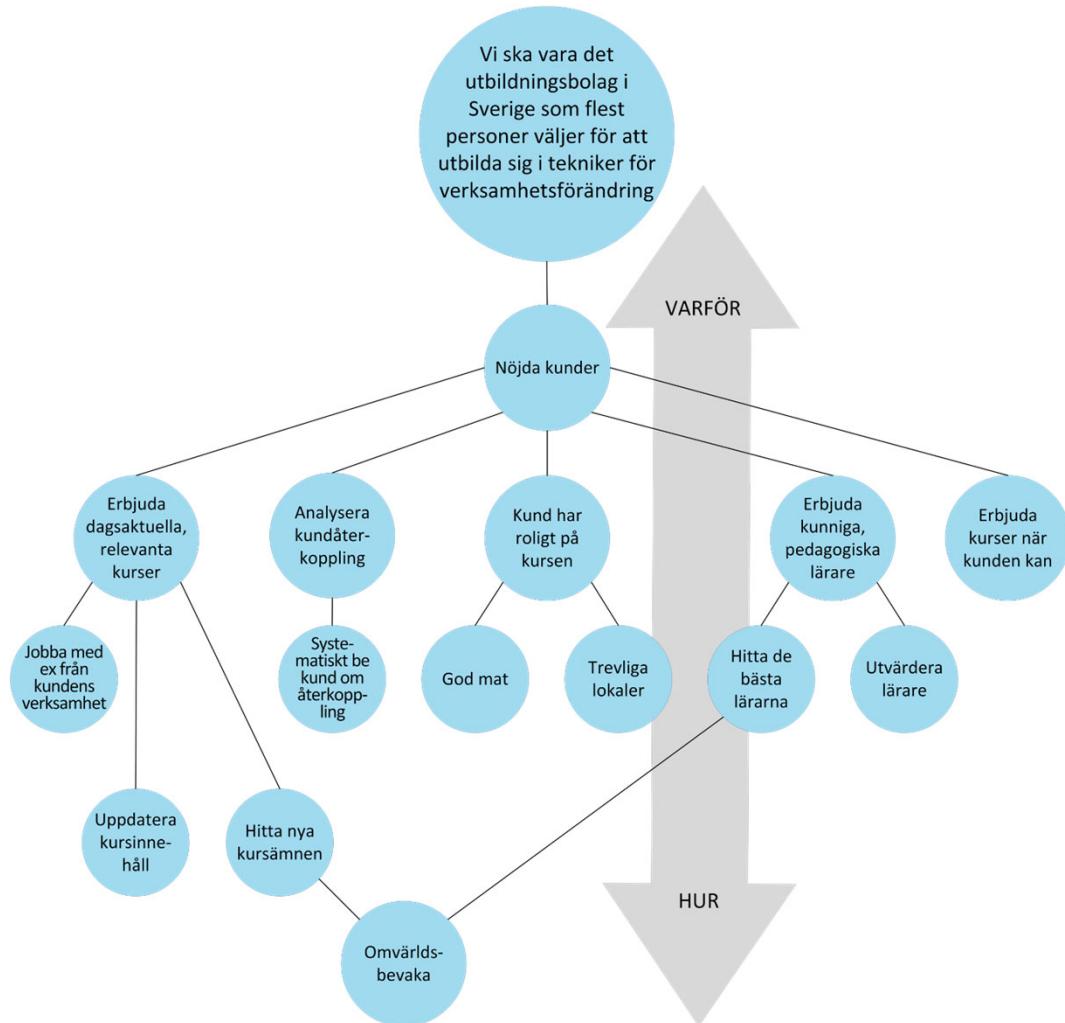
Effekter av förändringsarbete

Och stämmer dessa överens med er verksamhets övergripande mål?

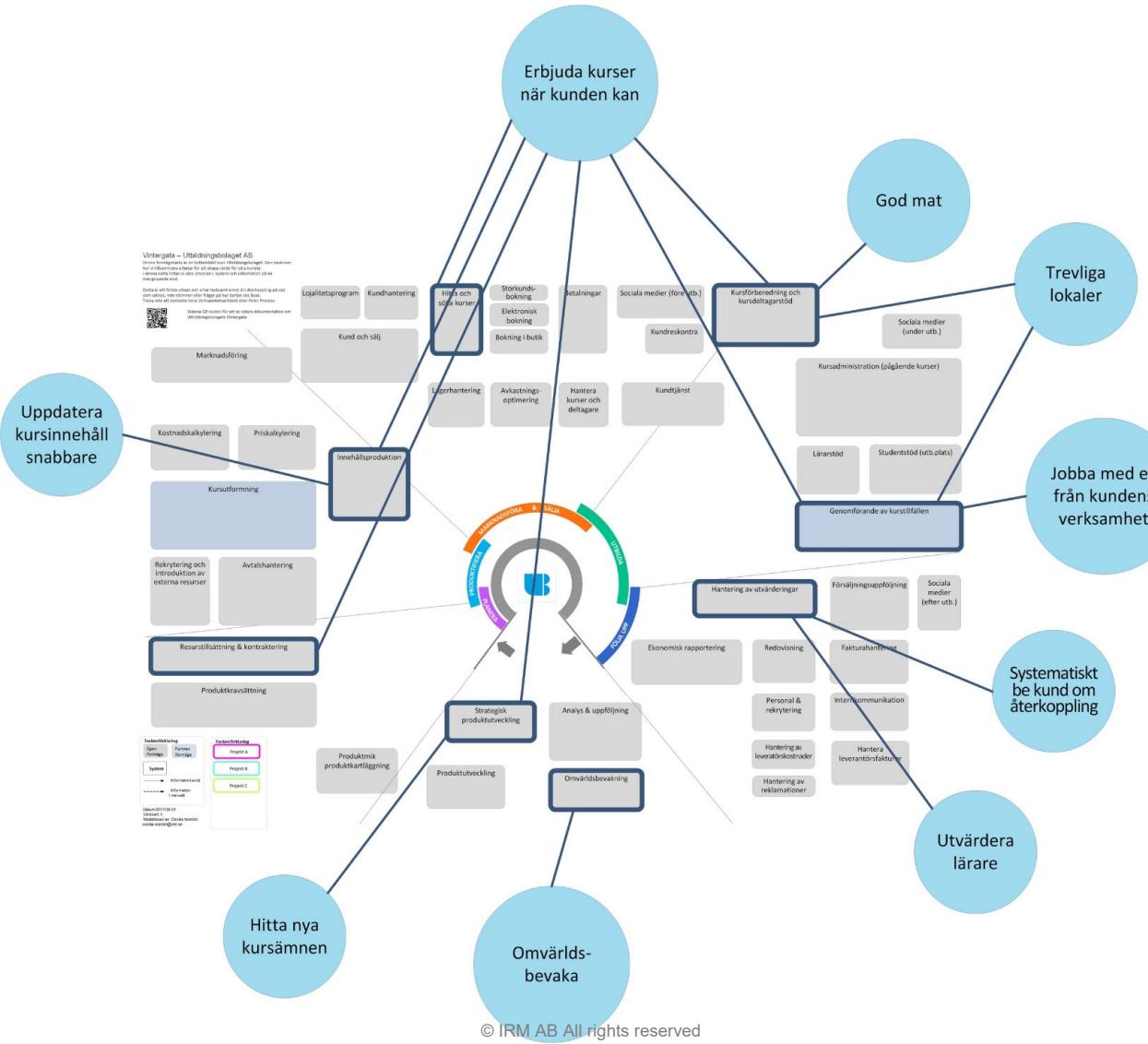
Önskade effekter



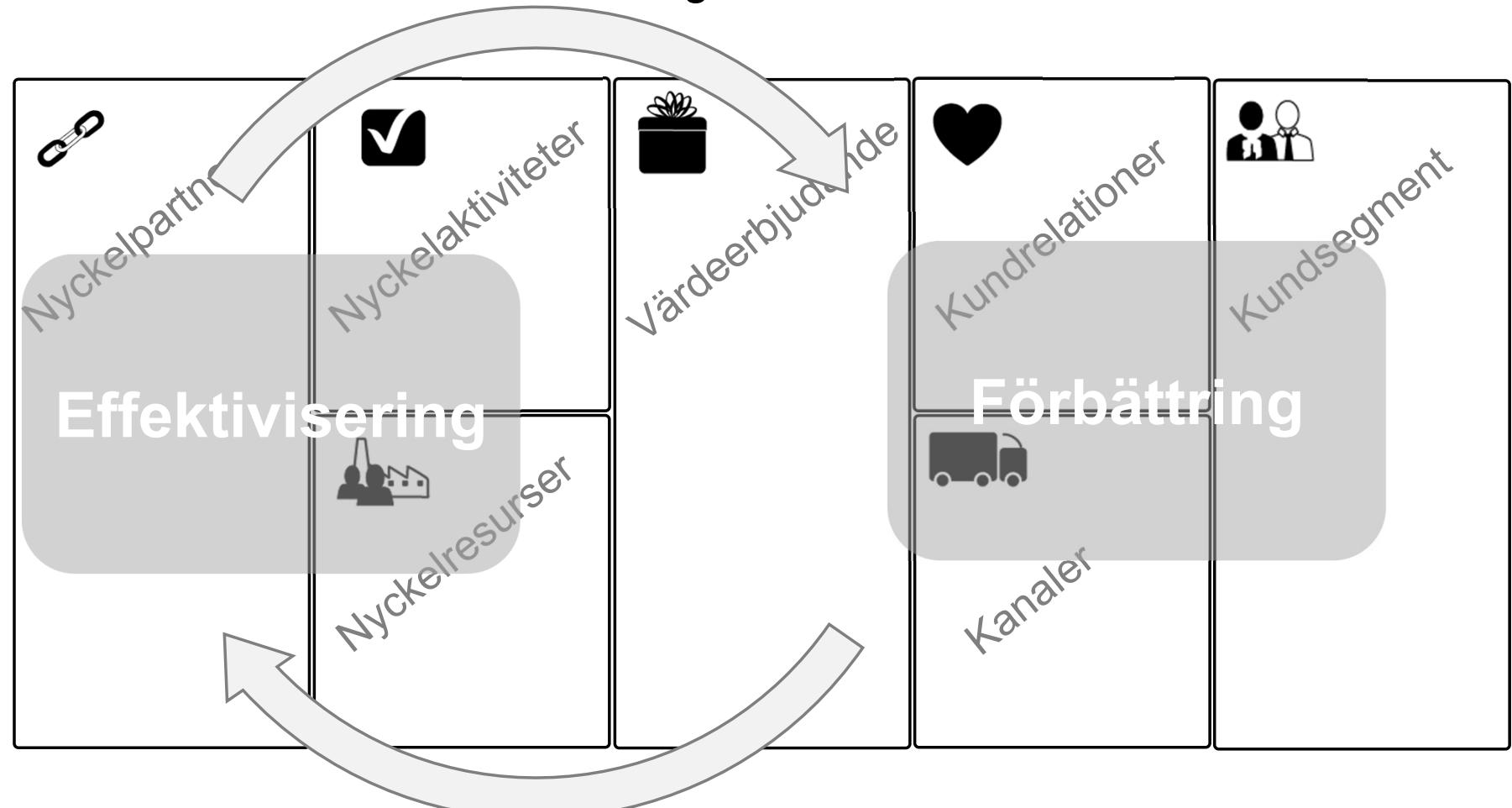
Hur hänger förändringen ihop med era övergripande mål?



Hur hänger förändringen ihop med era övergripande mål?



Möjliggörare genom
förändrad förmåga



Behov av
förändrad förmåga

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Övning

Vilka effekter förväntar ni av projektet?



Vilka effekter investerar ni i genom förändring?

- Vilka effekter ska förändringen uppnå i olika delar?
 - Vilka värdeerbjudanden till kund vill ni uppnå?
 - Vilka mål uppnår ni genom förändringen?
 - Vilken påverkan får förändringen på verksamhetens framtida operationella kostnader?
 - Eventuellt: Vilka risker är ni beredda att ta/ser ni finns?
- ✓ Lägg ut i Vintergatan och reflektera!

Vintergatan i tiden

Jeanne Ross – Digital Disruption

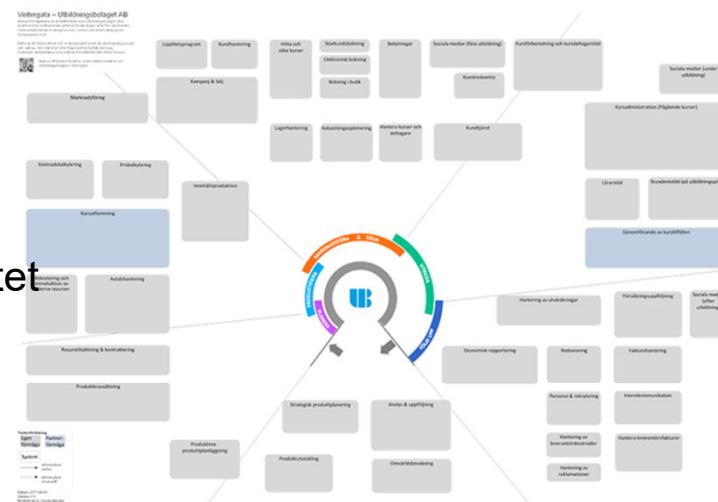
https://www.youtube.com/watch?v=7ao8_KE8_bM&t=123s

De 3 ekosystemen

Internet ekosystem

Internt samverkande förmågor

Vår kunskap, kapacitet och motivation

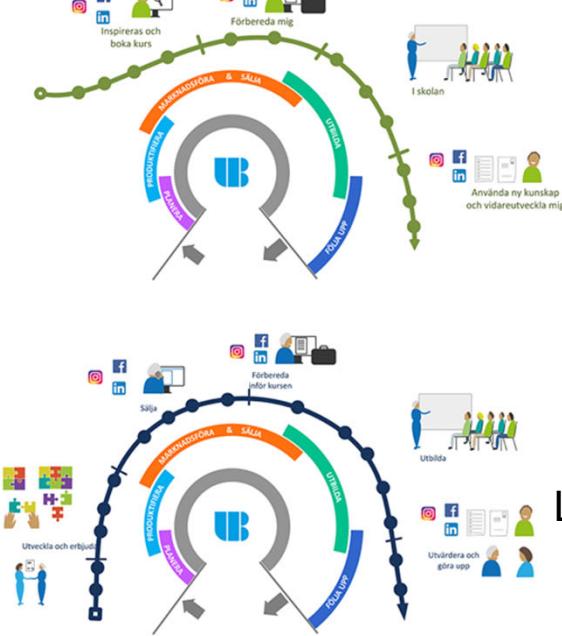


Produktekosystem

Produkt- &
Tjänsteportföljer

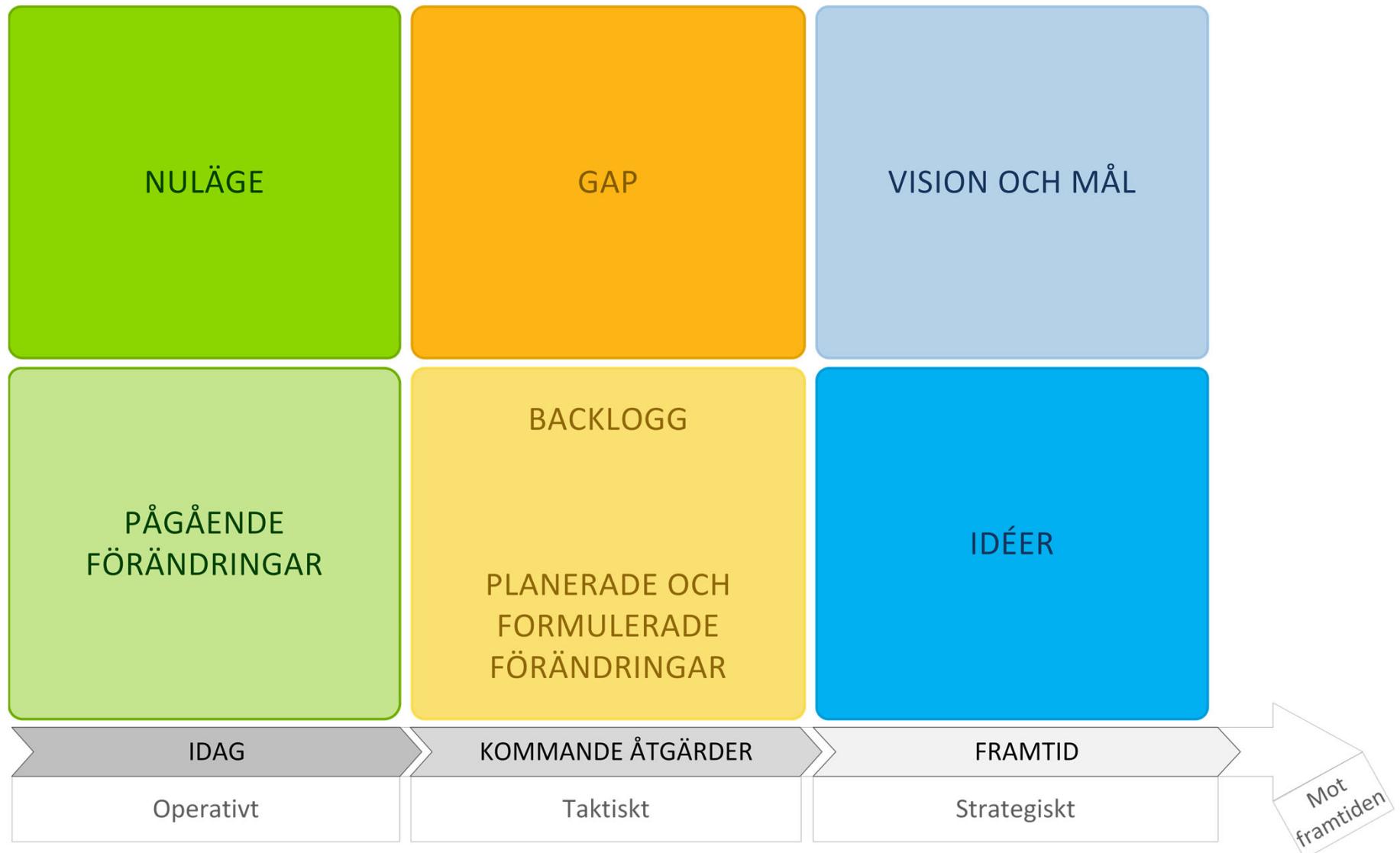
Livscykler

Nätverket runt oss



Kundresor

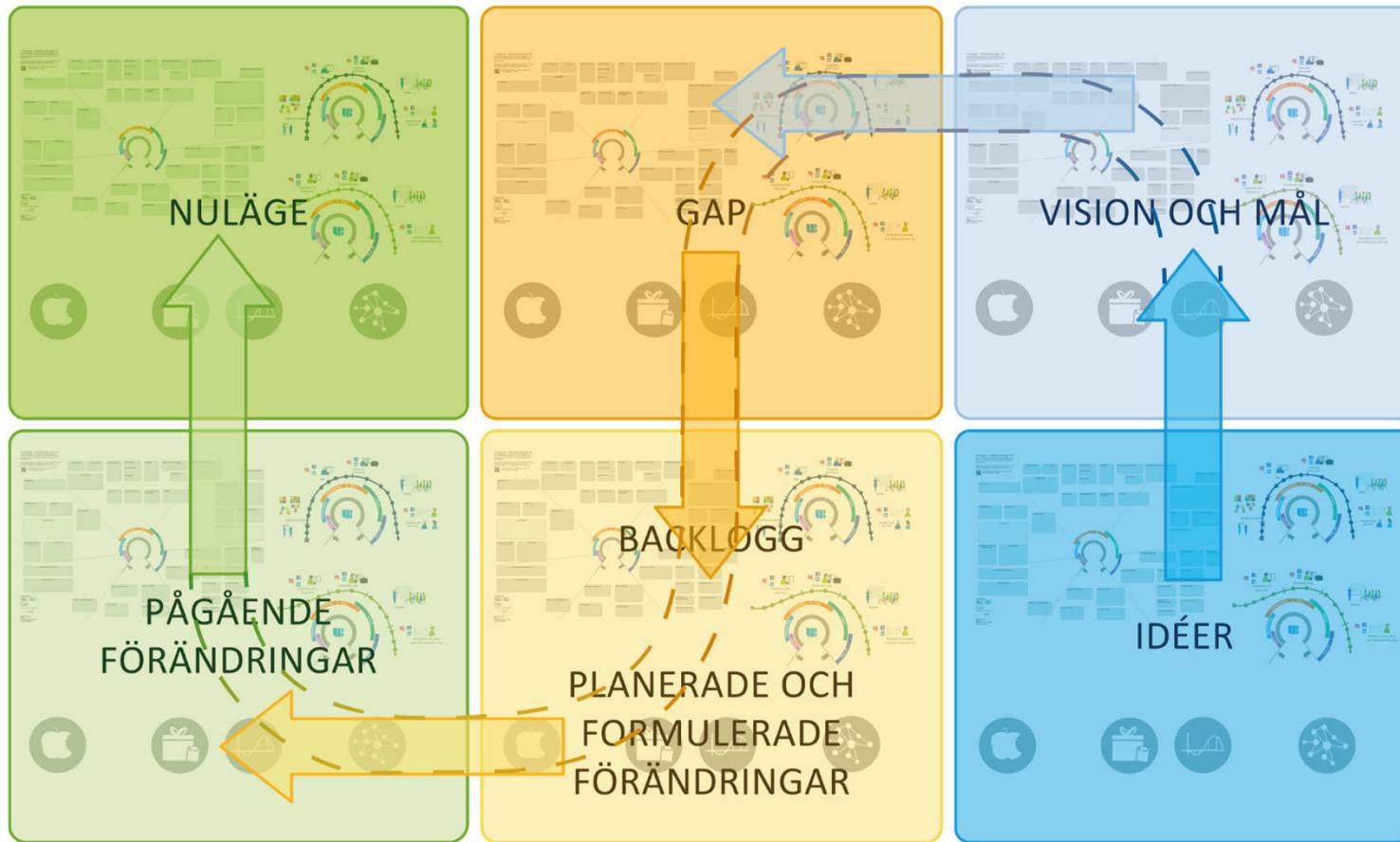
Leverantörsresor

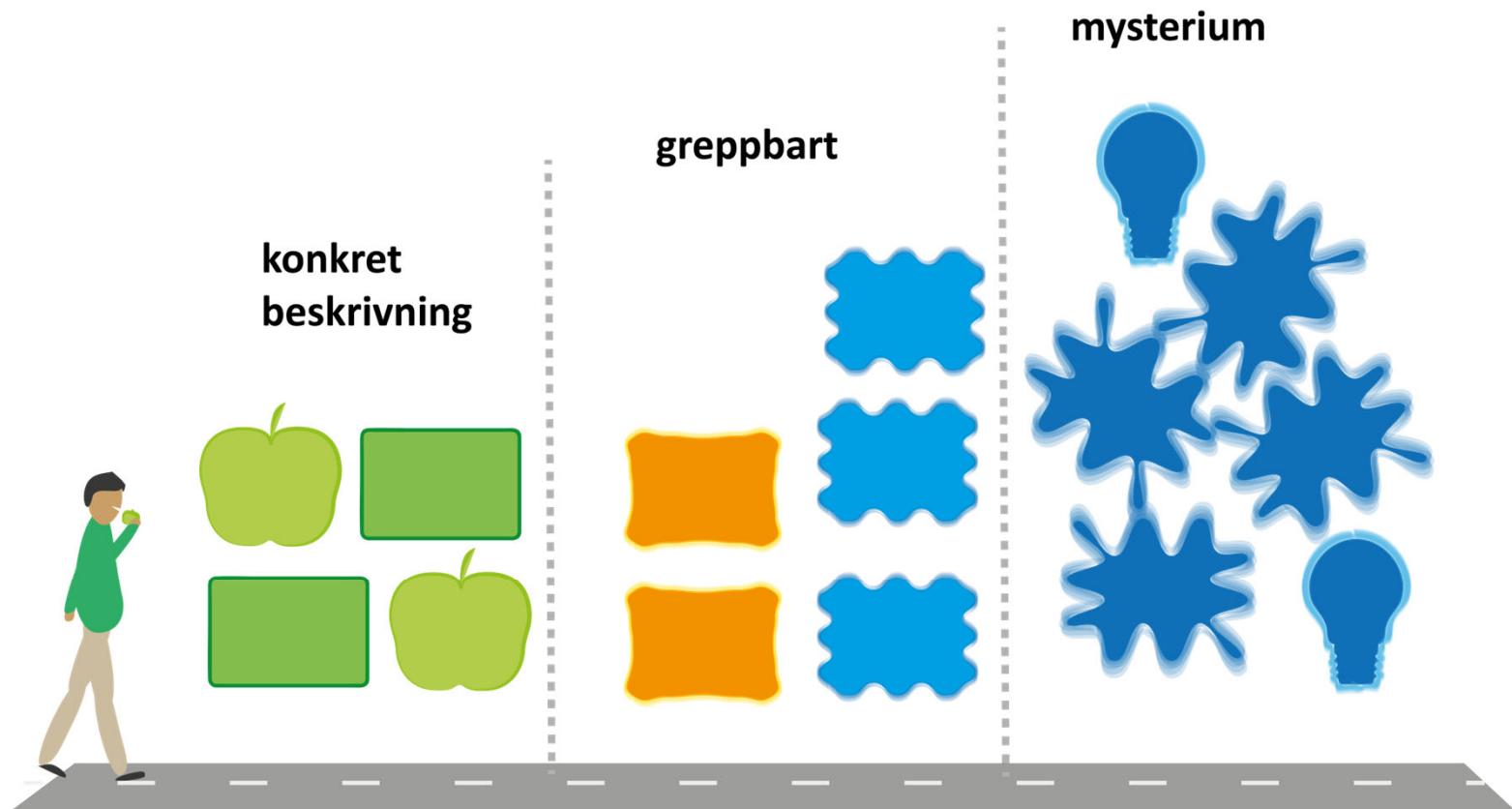


Minska vår organisationströghet...



Snabba upp från idé till verlig förändring – få till "S:et"

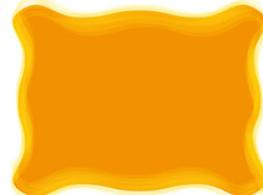




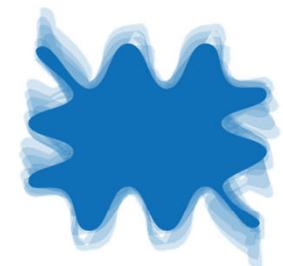
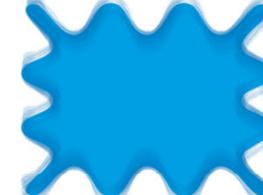
Att översätta en idé till verlig förändring



Dagens
förändring

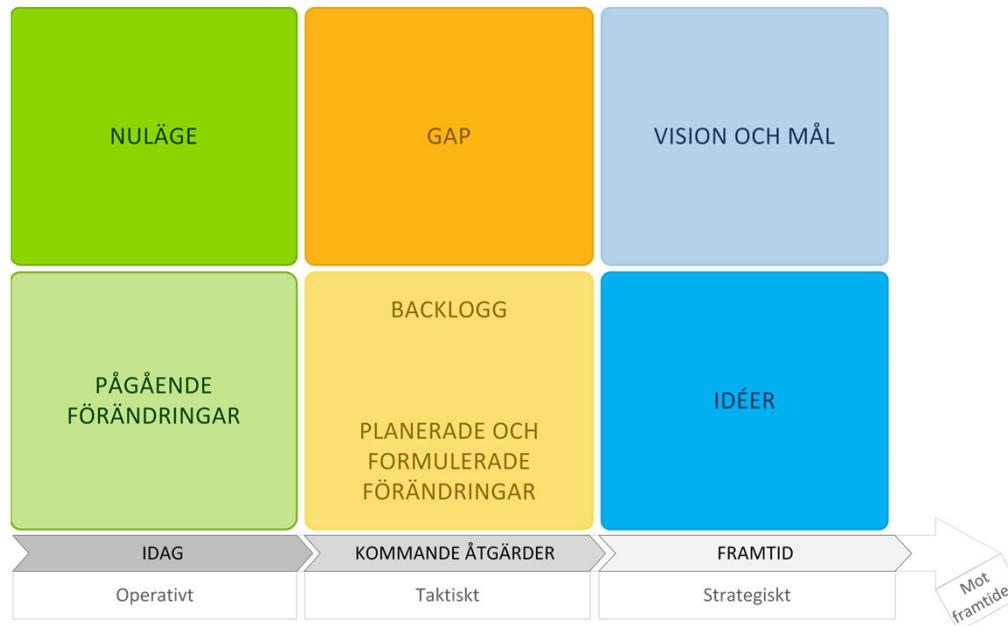


Stegen mot framtiden
Början till ordnad uppdelning



Framtiden,
en idé

Vägen mot framtiden



Att översätta en idé till verlig förändring



Dagens
förändring



Stegen mot framtiden
Början till ordnad uppdelning



Framtiden,
en idé

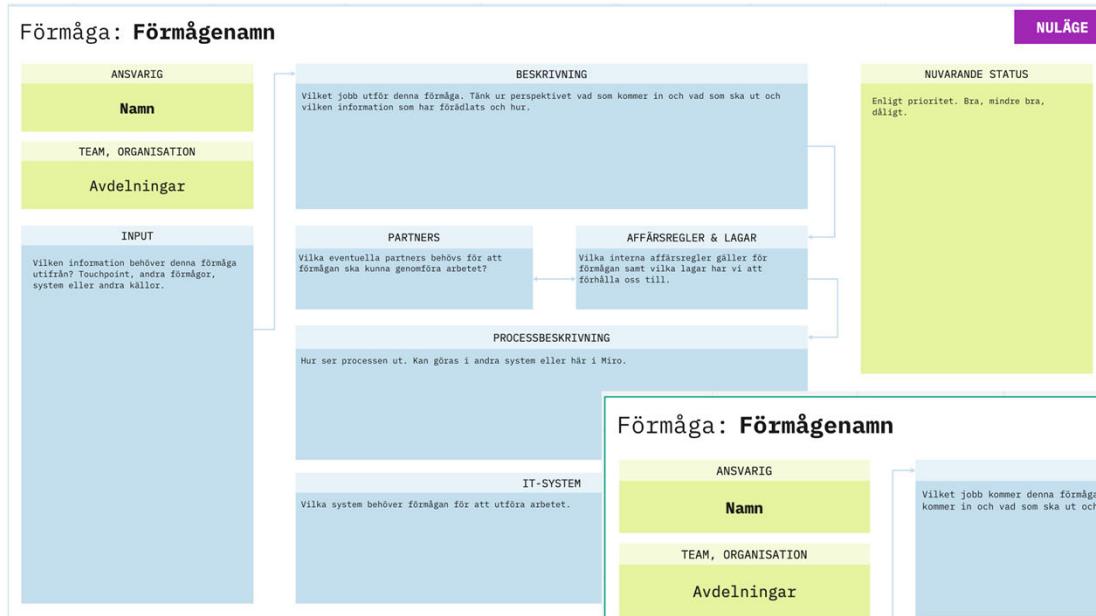
Vägen mot framtiden

Hur ska en förmåga utvecklas?

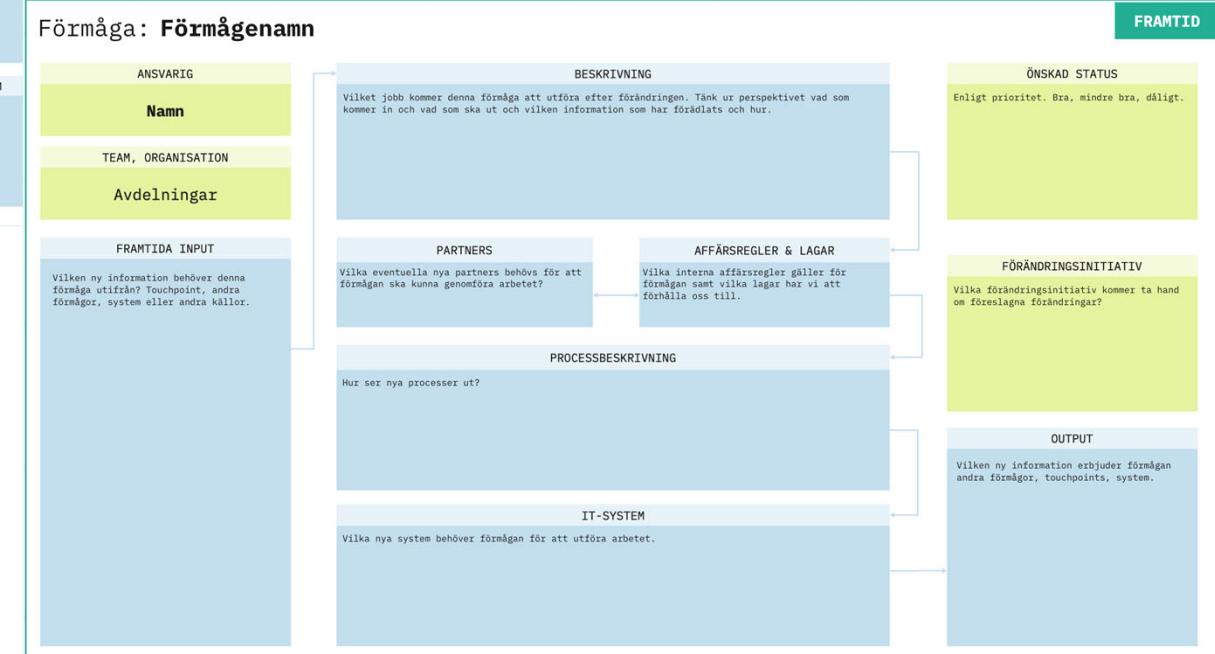
Förändringar som oftast sker i linjen.

Behovet/idéerna på förändring är ofta kommet från egna förslag eller från verksamhetsplanen.

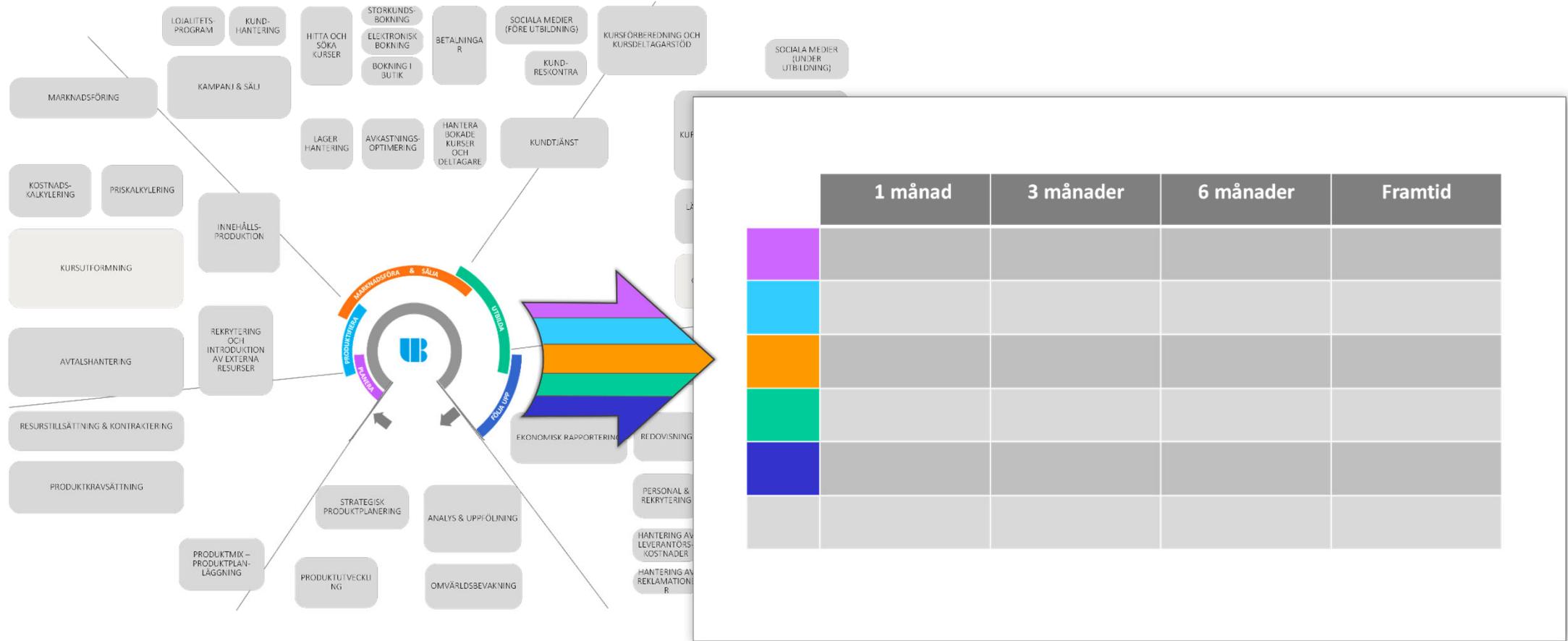
Nuläge & beskrivning av förmågan



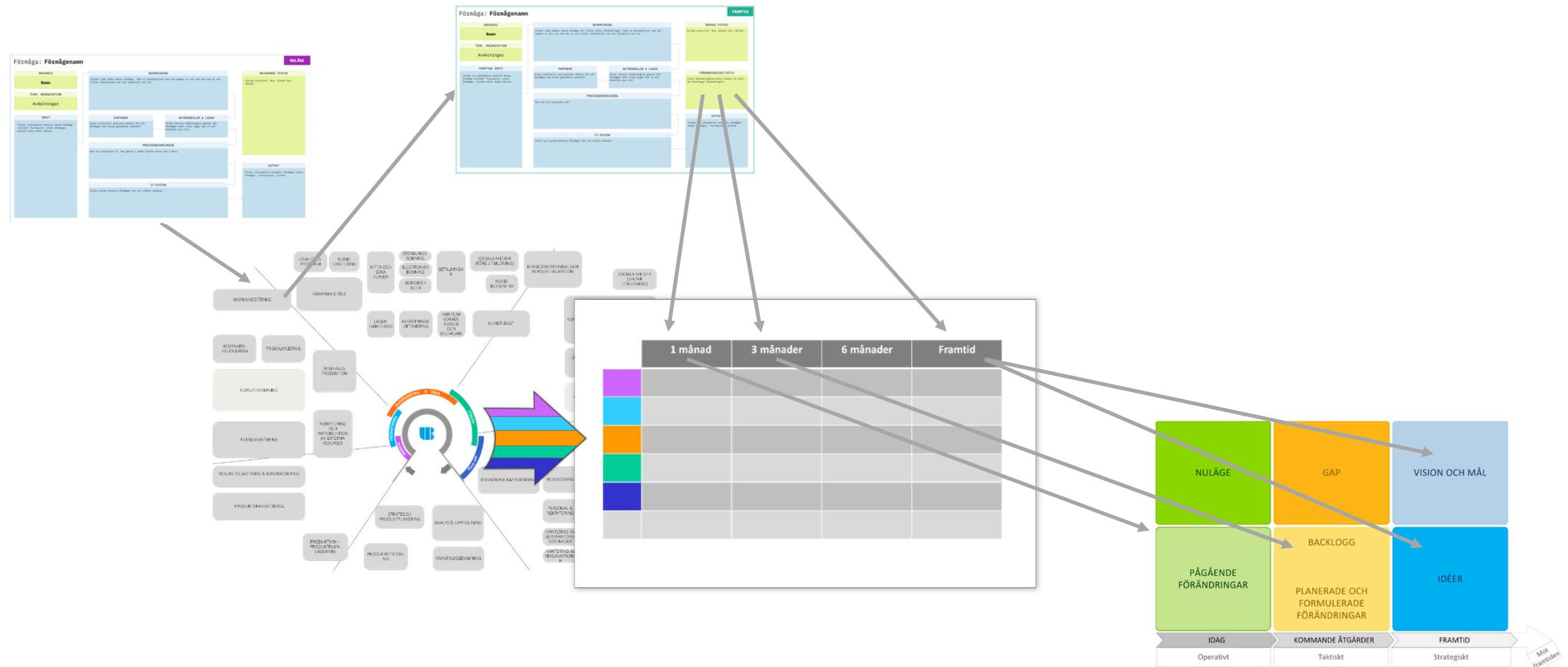
Verksamhetsägare
/Förmågeägare



Pågående förändringar
och önskat läge för
förmågan



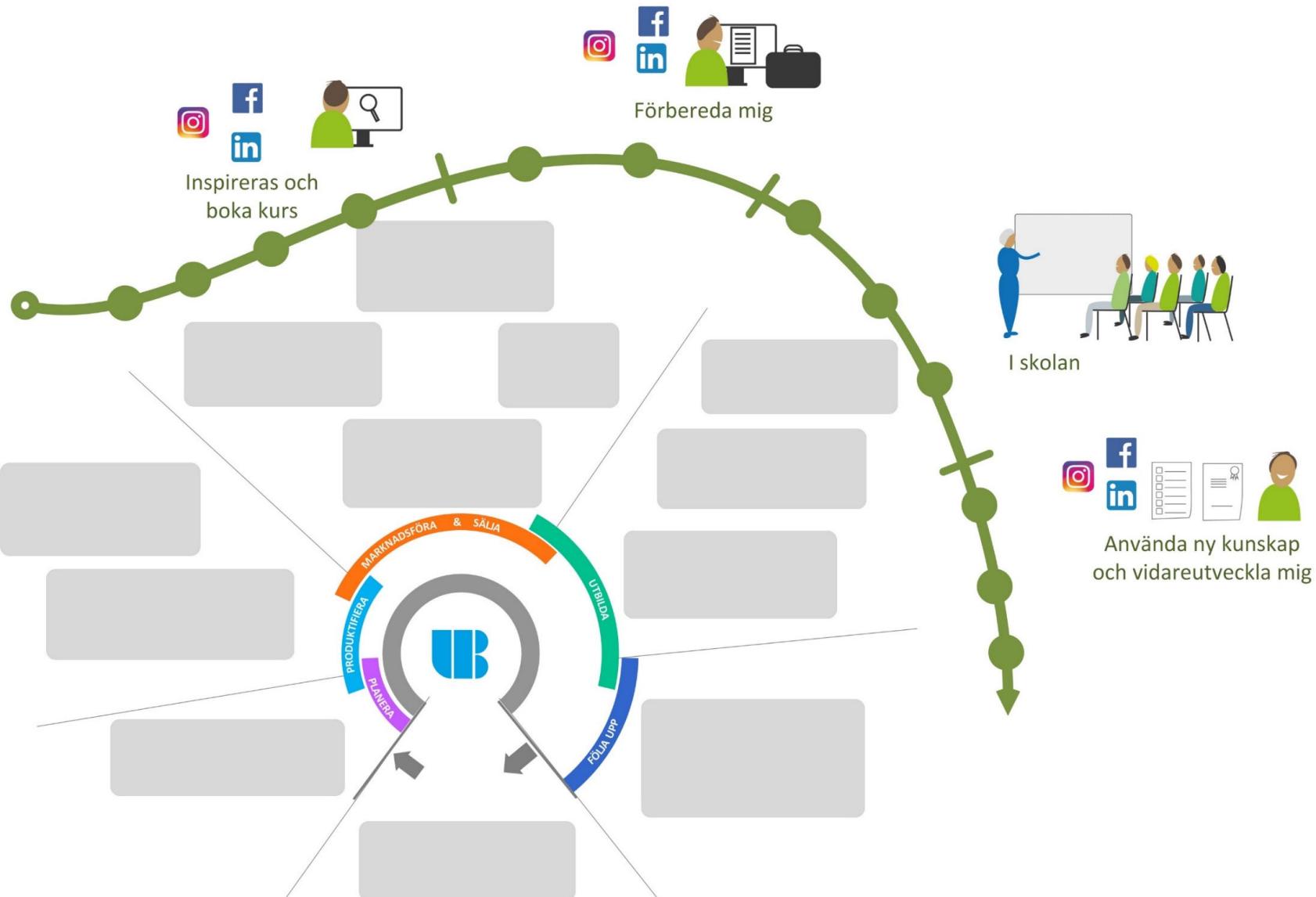
Planering och Förändring – Interna ekosystemet



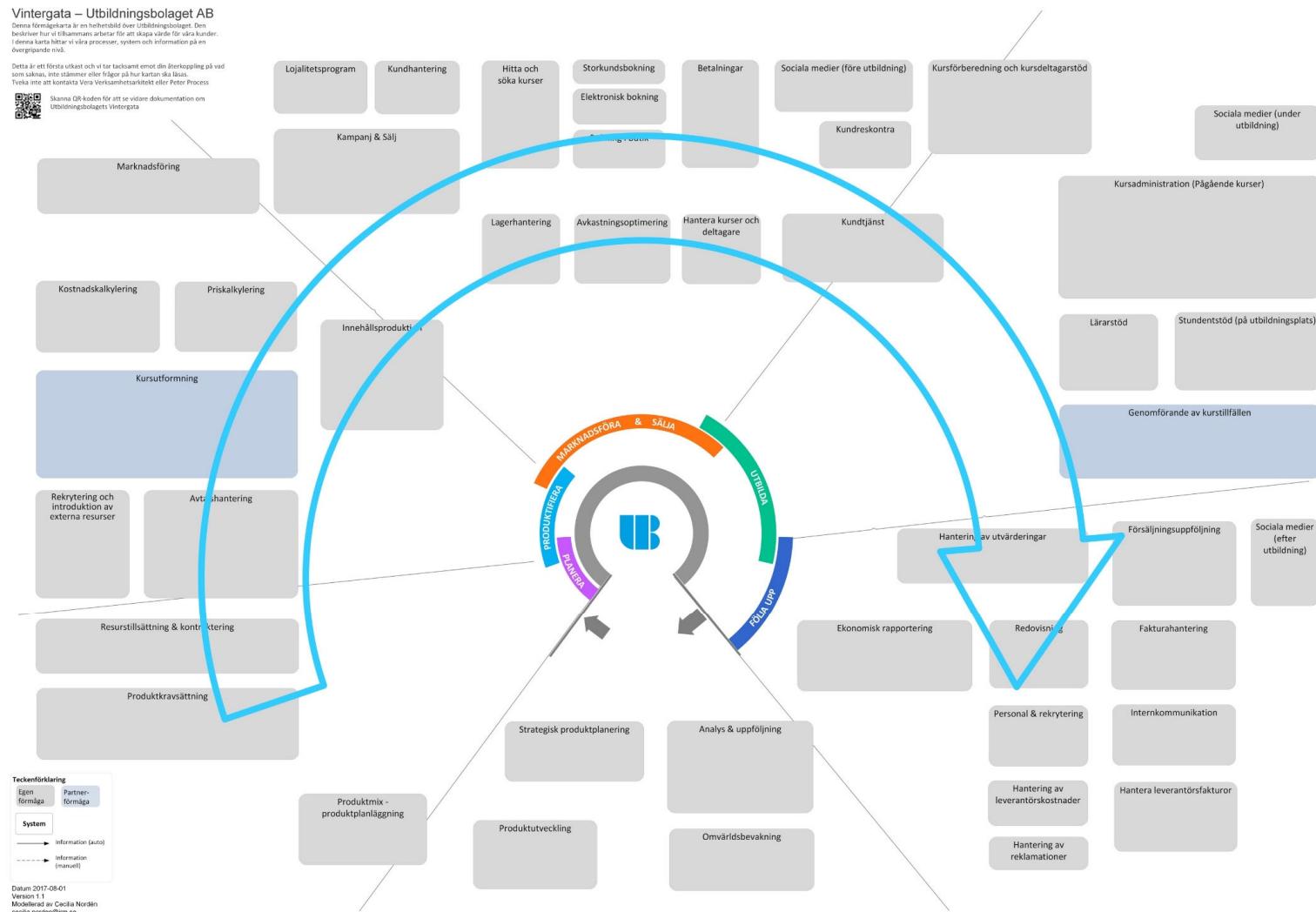
Hur ska en produkt eller tjänst utvecklas?

Förändringar som sker ofta i projektform, ibland i linjen.

- Utveckling av produkten/tjänsten i sig
- Utveckling av sättet att leverera produkten/tjänsten (effektivisering, nya kanaler etc)



Produktflödet – Från planering till uppföljning



Vintergata – Utbildningsbolaget AB

Denna företagskarta är en huvudbild från Utländningsbolaget. Den beskriver hur vi tillsammans arbetar för att skapa värde för våra kunder. I denna karta hittar vi våra processer, system och information på en övergripande nivå.

Detta är ett första utkast och vi tar också emot din återkoppling på vad som saknas, inte stämmer eller frågor på hur karta ska läsas.

Tveka inte att kontakta Vera Verksamhetsarkitekt eller Peter Process

Skanna QR-koden för att se vidare dokumentation om Utländningsbolagets Vintergata



Marknadsföring

Kostnadskalkylering

Priskalkylering

Kursutformning

Rekrytering och introduktion av externa resurser

Avtalshantering

Resurssättning & kontraktering

Produktavsättning

Kampanj & Sök
Innehållsproduktion

Hitta och söka kurser
Lagerhantering
Avkastningsoptimering

Bokningsbutik
Bokningskontra
Hantera kurser och deltagare
Kundtjänst

Betalningar
Sociala medier (före utbildning)
Kursförberedning och kursdeltagarstöd
Kundreskontra
Kursadministration (Pågående kurser)

Sociala medier (under utbildning)
Lärarstöd
Studentstöd (på utbildningsplats)

Genomförande i kurstillfället

Försäljningsuppföljning
Fakturahantering
Internkommunikation

Personal & rekrytering
Hantering av leverantörskostnader
Hantering av reklamationer

Analys & uppföljning
Omvärldsbevakning

Strategisk produktplanering
Produktutveckling

Produktmix - produktplanläggning

Marknadsföra & Sälja
Produktifera
Blanda
Följa upp
Utbilda

Teckenförklaring
Egen förmåga
Partnerförmåga
System
Modul
Information (auto)
Information (manuell)

Datum: 2017-08-01
Version 1.1
Modellerad av Cecilia Norden
cecilia.norden@irm.se

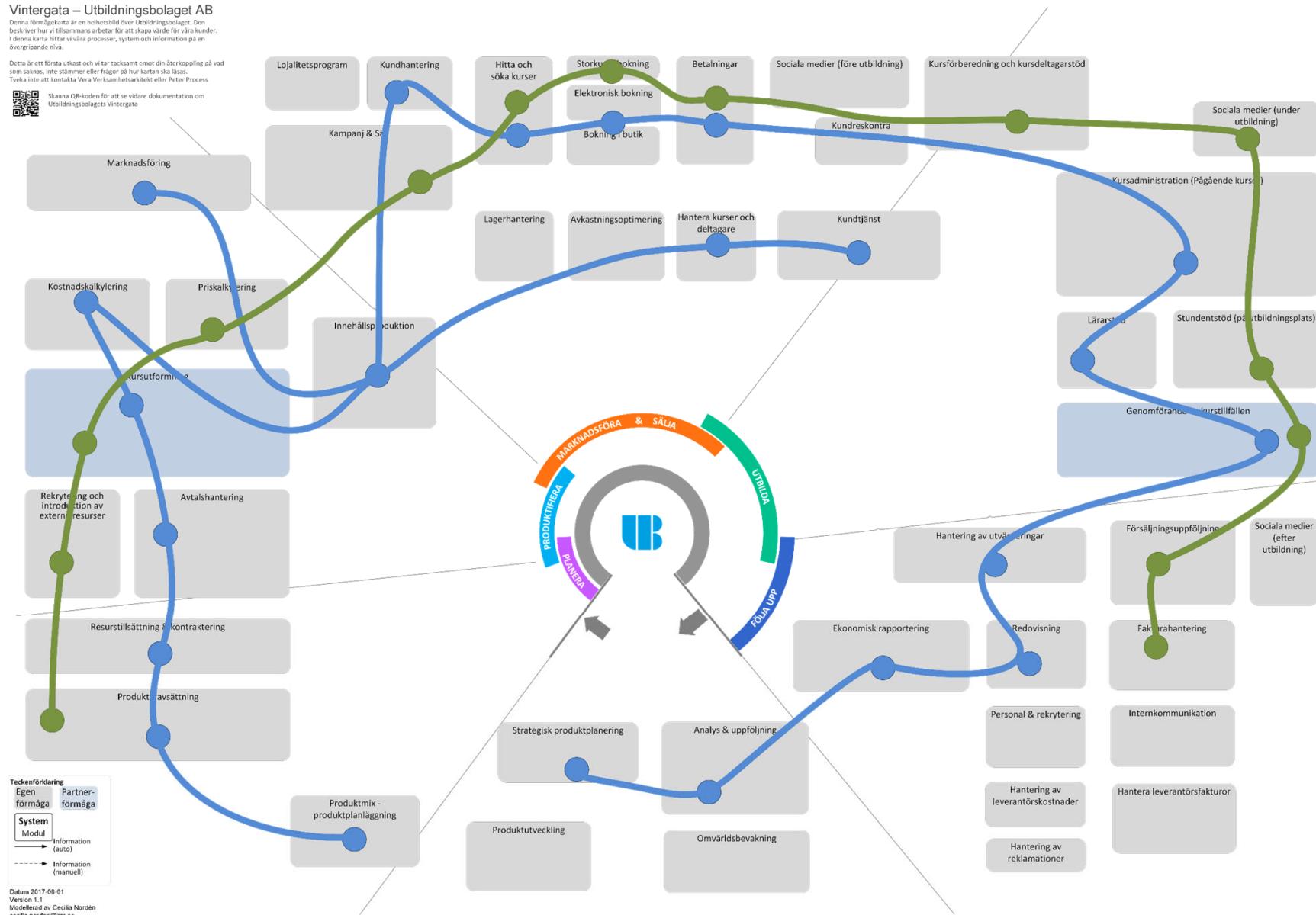
Vintergata – Utbildningsbolaget AB

Denna kartläggning är en hemsidssida över Utbildningsbolaget. Den beskriver hur vi tillsammans arbetar för att skapa värde för våra kunder. I denna karta hittar vi våra processer, system och information på en övergripande nivå.

Denna är ett första utkast och vi tar tacksmärt emot din återkoppling på vad som saknas, inte slämmer eller frågor på hur kartan ska läsas. Tveka inte att kontakta Vera Verksamhetsansöte eller Peter Process.

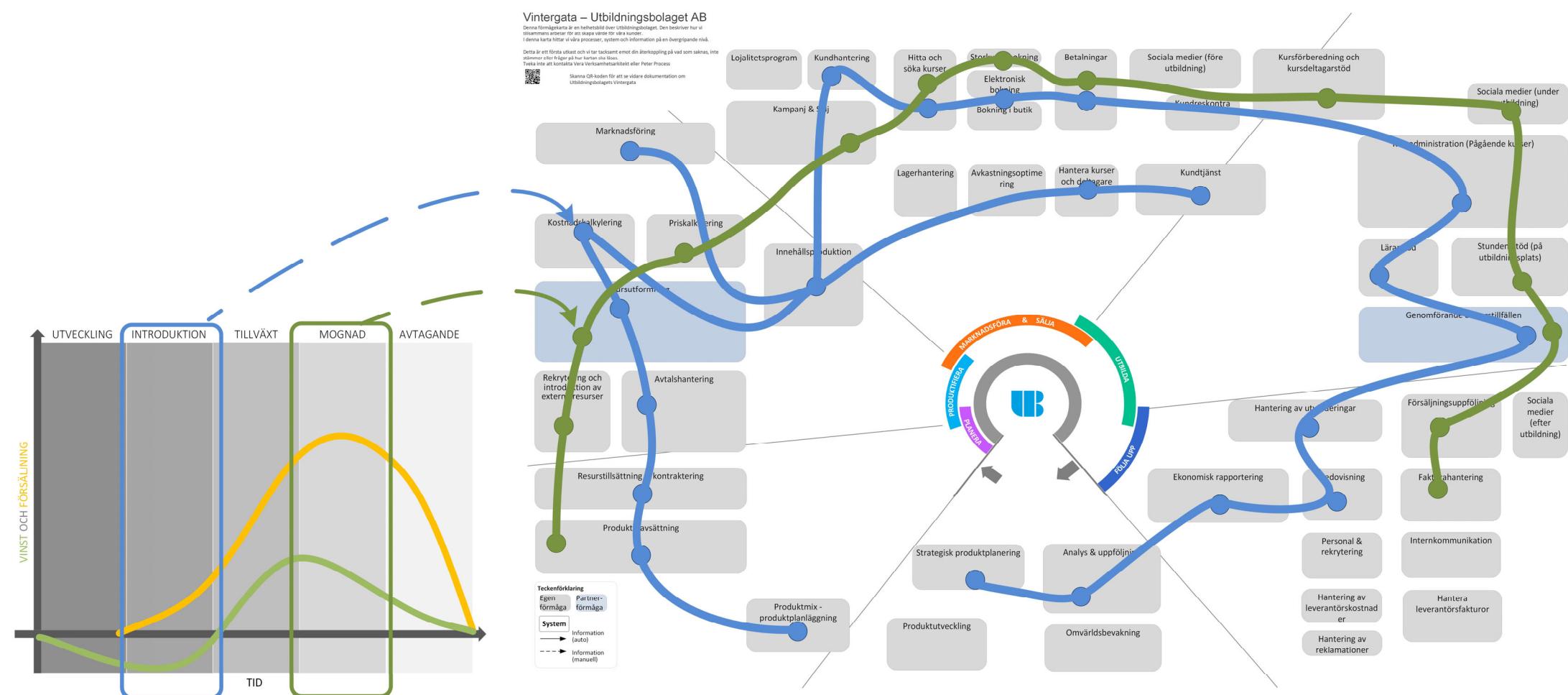


Skanna QR-koden för att se vidare dokumentation om Utbildningsbolagets Vintergata

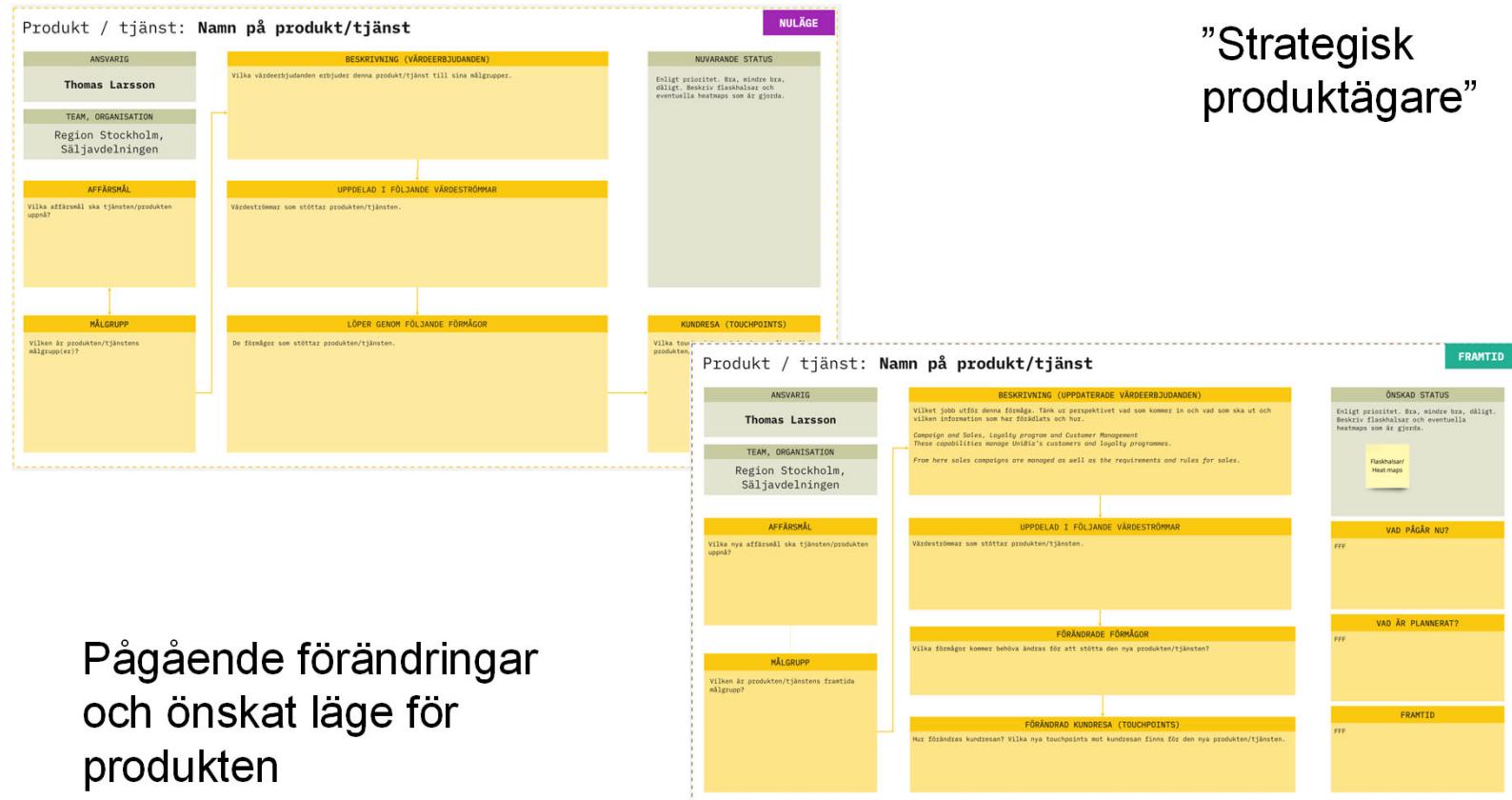


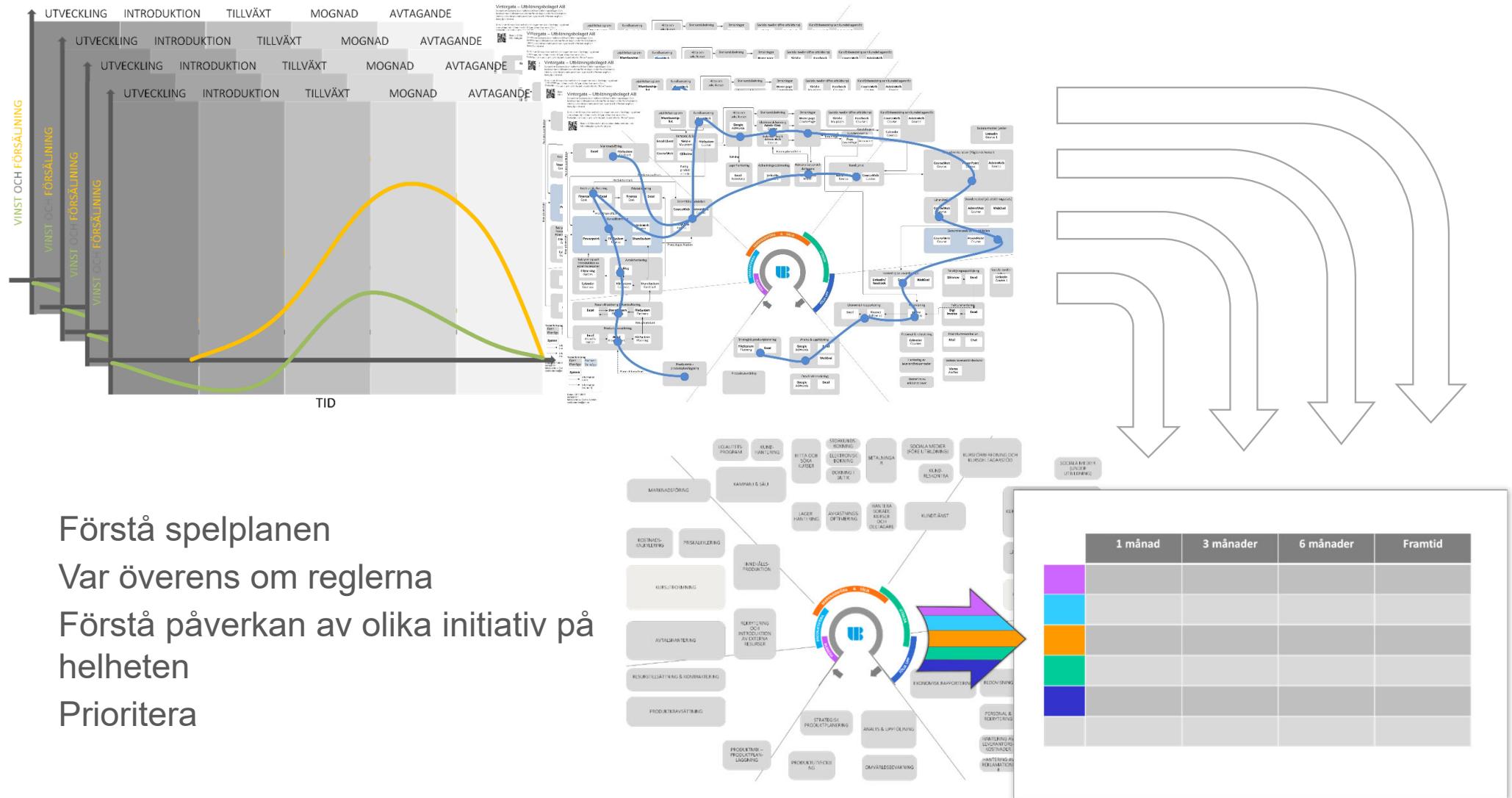
Datum 2017-09-01
Version 1.1
Modellerad av Cecilia Norden
cecilia.norden@irm.se

Livscykel perspektivet för produkter och tjänster



Nuläge & beskrivning av produkten





Förstå spelplanen

Var överens om reglerna

Förstå påverkan av olika initiativ på helheten

Prioritera

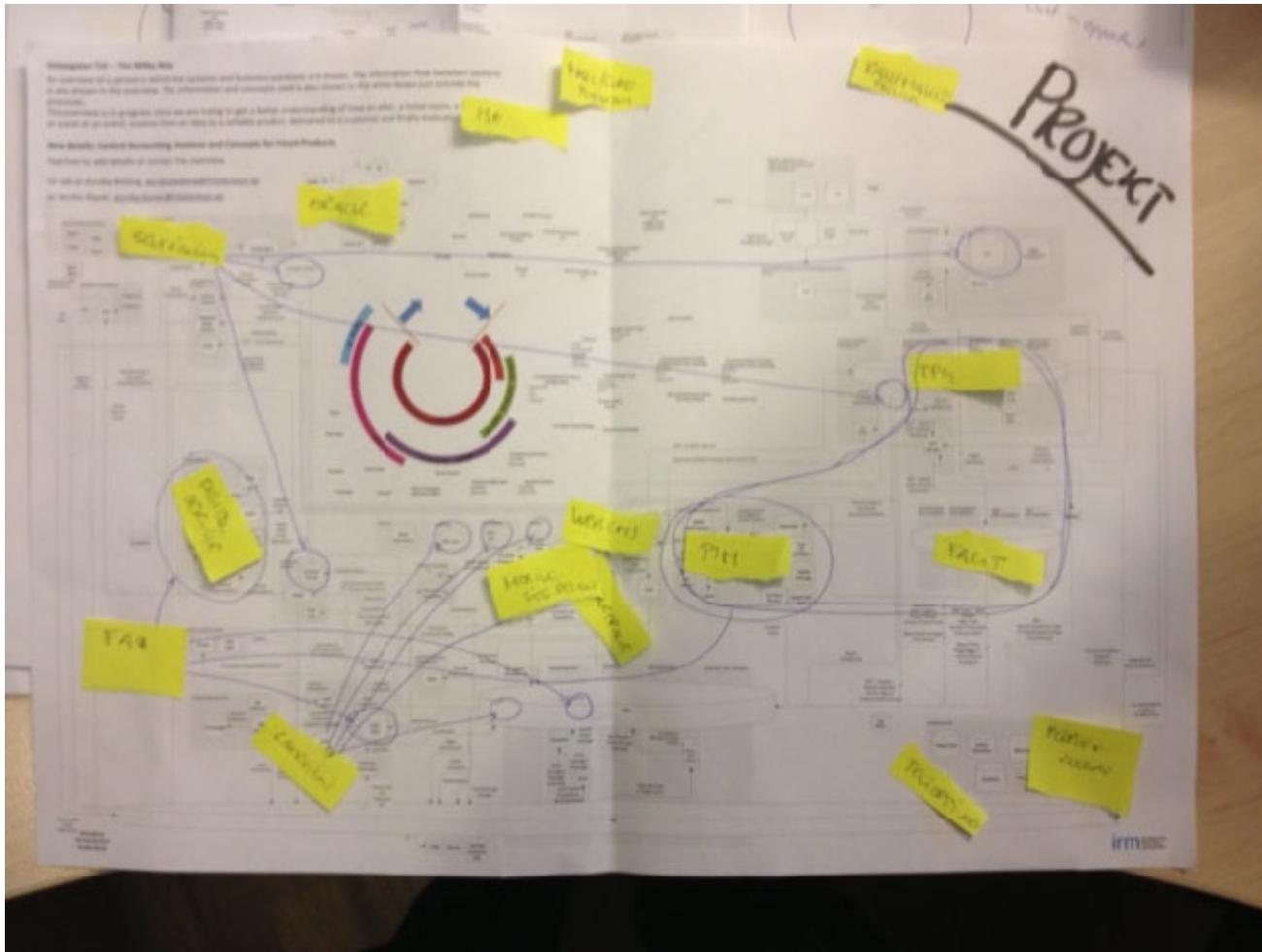
Hur ska allt annat utvecklas?

Emellanåt krävs större förändringar av annat slag. Dessa bedrivs ofta i projekt/förändringsinitiativ som löper över fler enheter.

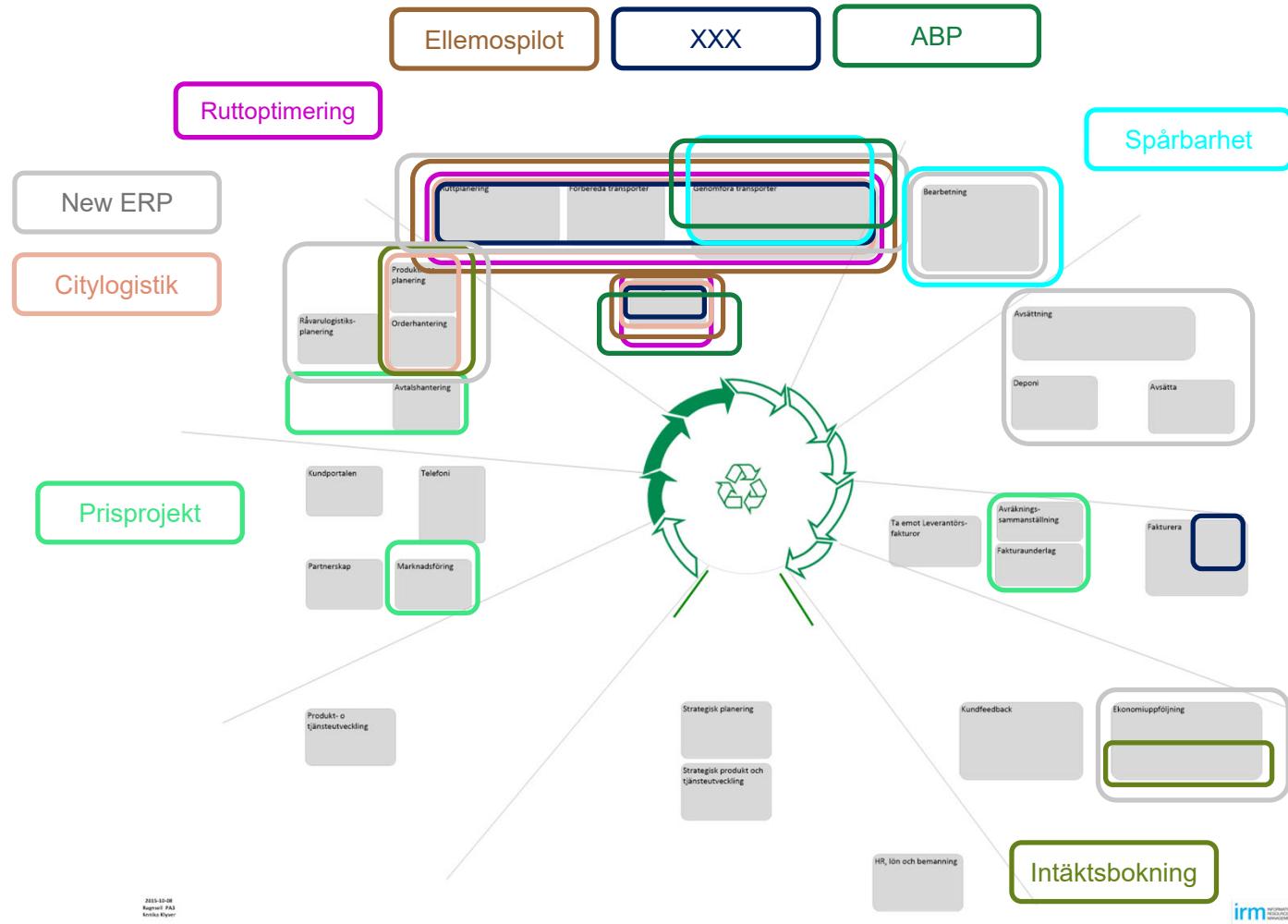
Exempel:

- Uppgradering av IT-stöd
- Nya kontor, outsourcing
- Nya lagar och regler (GDPR, PCI2, Schrems II)
- Etc...

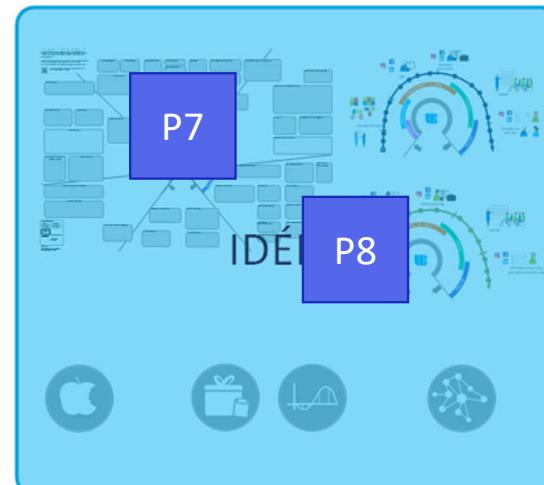
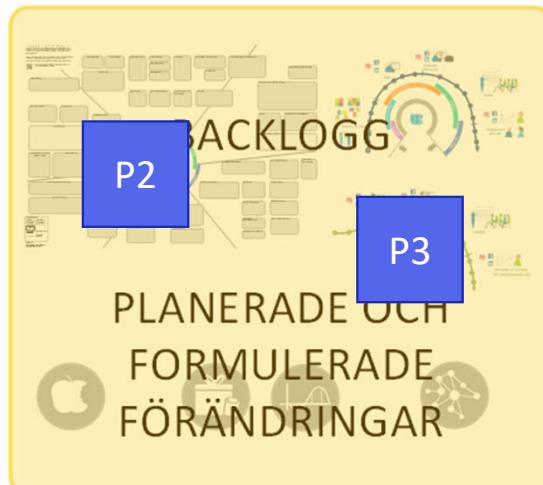
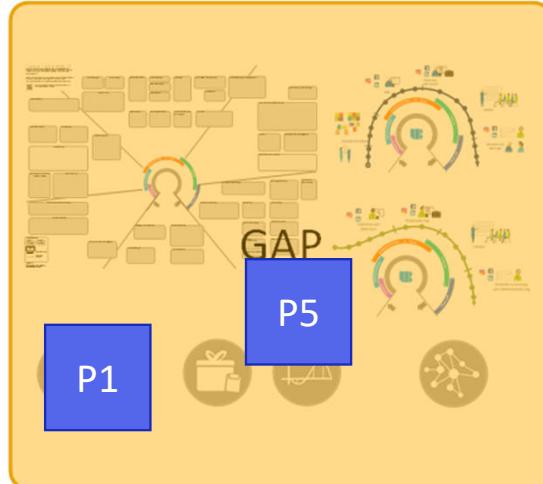
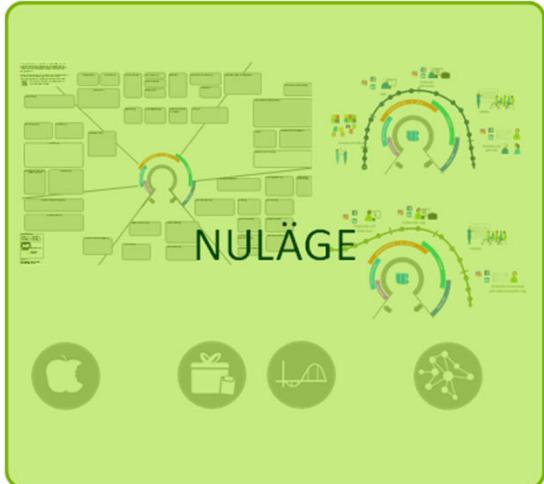
Kombinera med projektperspektivet



The Milky Way & the Project Portfolio



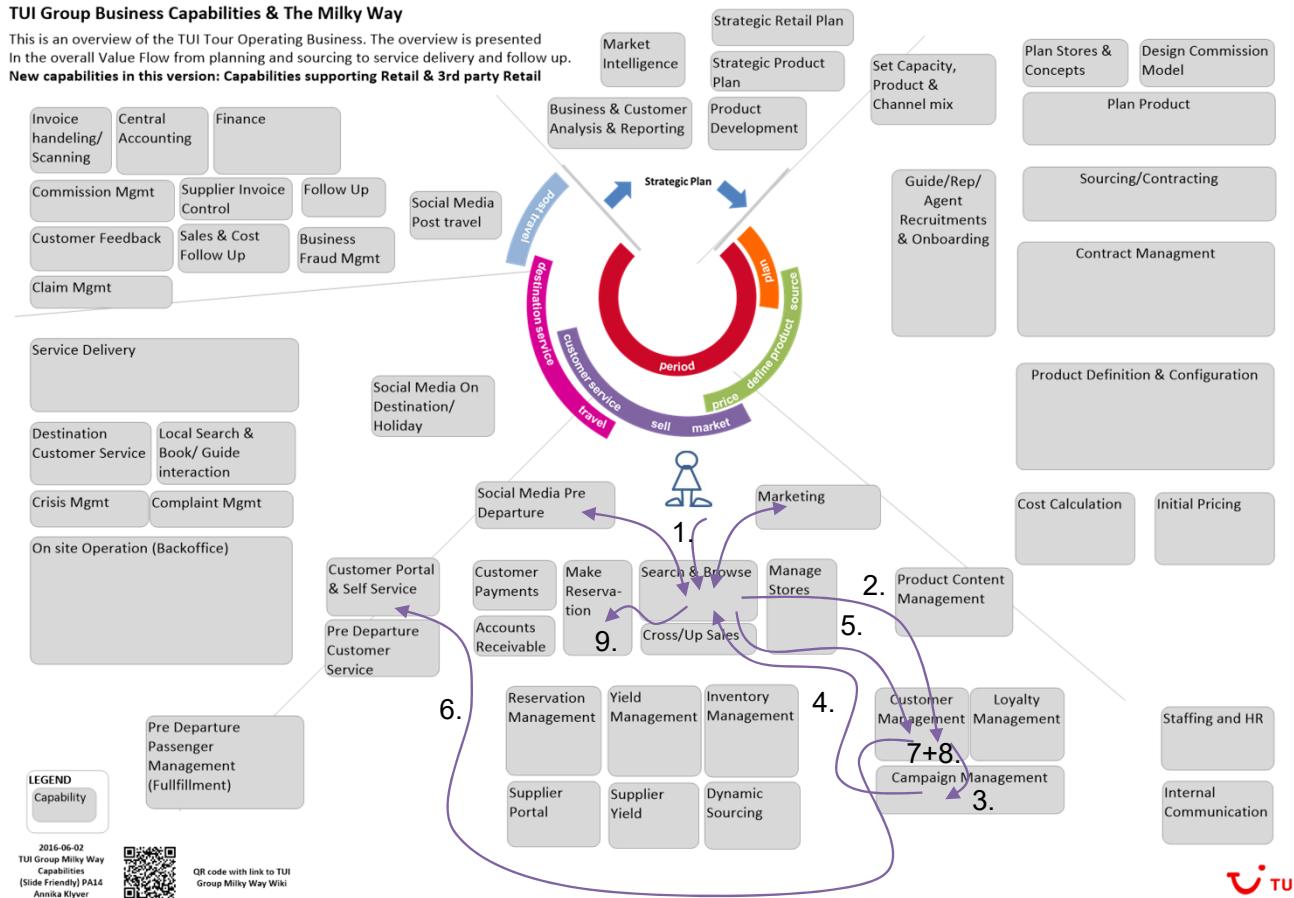
2015-10-08
Regerat i PA3
Kerstin Åberg



GDPR översikt – vad gör vi med kundinformationen?

TUI Group Business Capabilities & The Milky Way

This is an overview of the TUI Tour Operating Business. The overview is presented in the overall Value Flow from planning and sourcing to service delivery and follow up. New capabilities in this version: Capabilities supporting Retail & 3rd party Retail

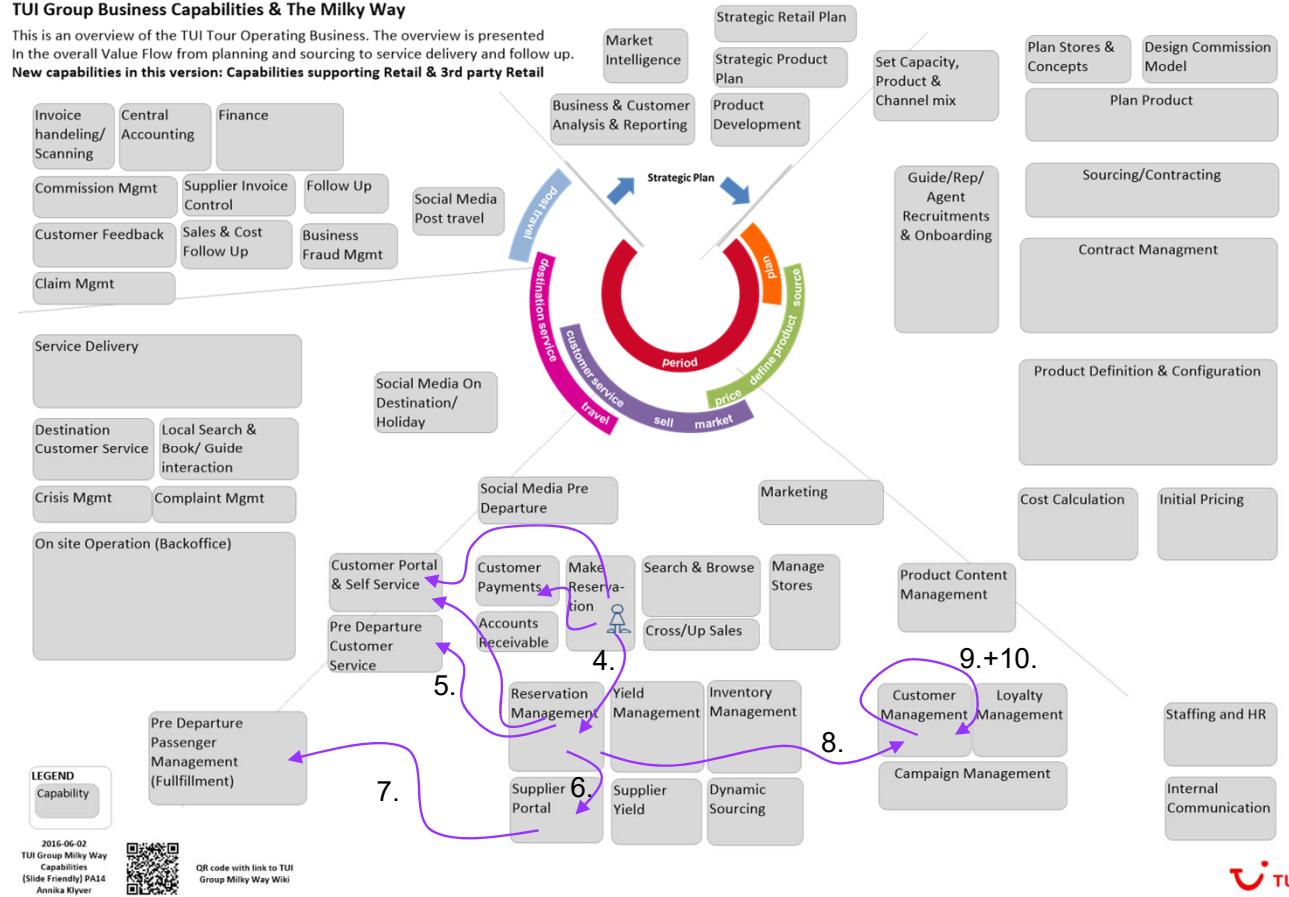


1. A customer interacts with TUI. The interaction is encouraged by TUI through Marketing and activities on Social Media.
2. The activities of the customer are registered. The information is used to get a better understanding of the customer.
3. The customer information is used in combination with Product/offers to create campaigns.
4. The campaigns target customers and they react.
5. A customer can create a "Customer Account" (CA).
6. The Customer account gives the customer a number of self services on "My TUI".
7. The Customer Account is cross checked towards TUI's customer base (LIME).
8. If the person is known, a connection between the CA and the Customer Card is made.
9. A customer makes a reservation. It can be done with or without having a Customer Account.

GDPR översikt – vad gör vi med kundinformationen?

TUI Group Business Capabilities & The Milky Way

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New capabilities in this version: Capabilities supporting Retail & 3rd party Retail

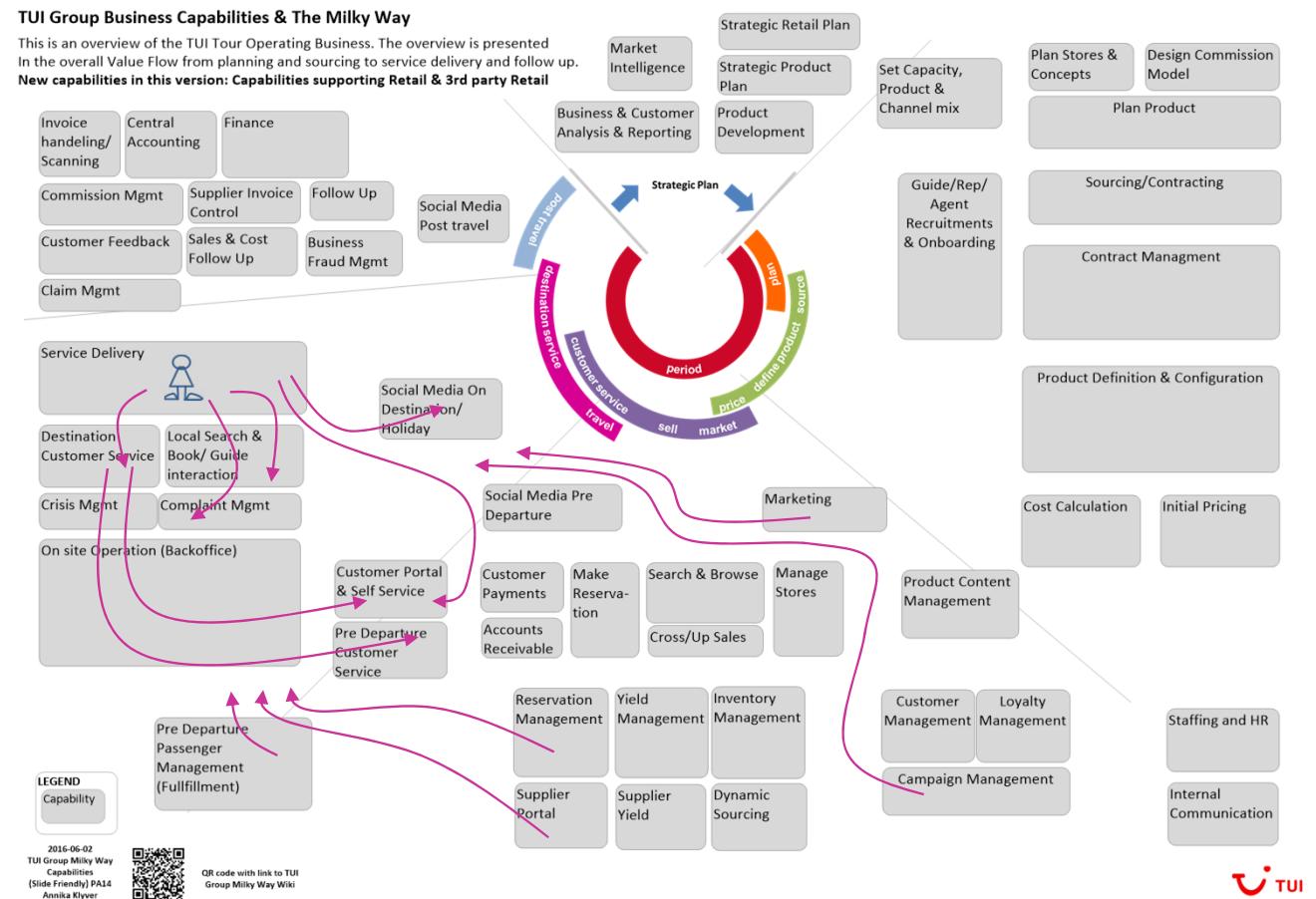


1. A customer makes a reservation
2. The reservation information and status is sent to "My TUI" and the self services available
3. The reservation generates a payment or many payments
4. The reservation is managed in the reservation system.
5. The reservation information and status is sent to the customer contact centre.
6. Relevant reservation information is sent to the suppliers, hoteliers, etc.
7. The reservation information and status is sent to Pre Departure Management teams to prepare and manage late changes
8. In the reservation is the customer information identified and sent to the Customer management .
9. The new customer is cross checked towards TUI's known customers
10. All TUI's known customers are regularly updated by an external service provided by BizNod



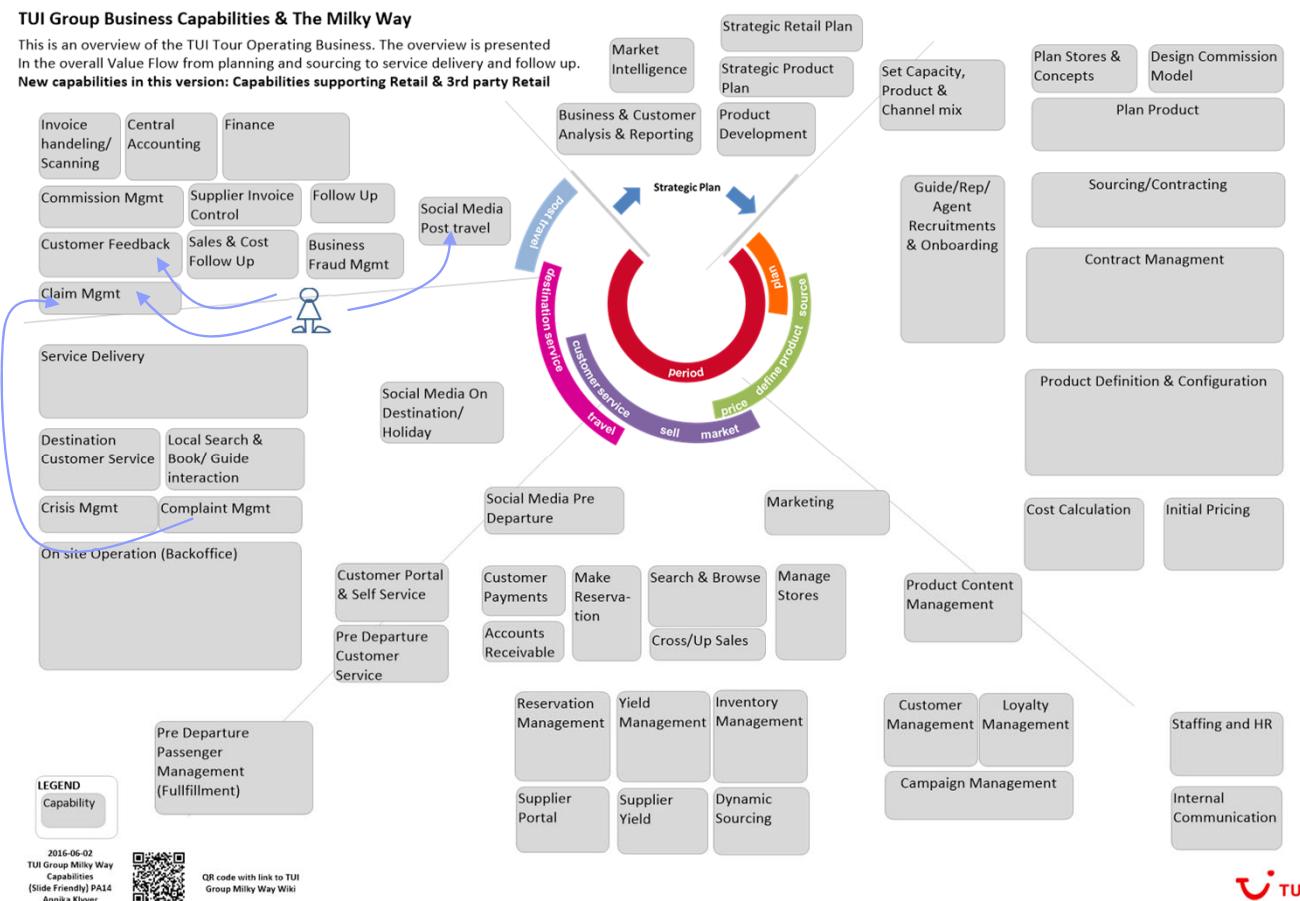
GDPR översikt – vad gör vi med kundinformationen?

1. The reservation information, status and any late changes is sent to Destination Service
2. A customer is enjoying a number of service deliveries, the flight, the transfer, the hotel, excursion, etc.
3. The customer can see relevant destination specific information on "My TUI" and use the self services available
4. The customer can also interact with the guides through Guide Online. There is also a local search and book available for destination specific products.
5. The customer is interacting with the destination customer service if needed.
6. Relevant information from the interaction is also sent to "My TUI" and the customer contact center.
7. The customer is active on social media
8. Destination specific marketing and campaign is created in order to enhance the customer experience (& sales)
9. If the customer has complaints the complaints and other relevant information is collected.



GDPR översikt – vad gör vi med kundinformationen?

1. The customer has returned home
2. Feedback is given to TUI based on the reservation and specific circumstances
3. The customer is active on social media.
4. If the customer has made a complaint the issues are resolved by the Source Markets
5. To be able to resolve the complaint the TUI team needs information from the destination.



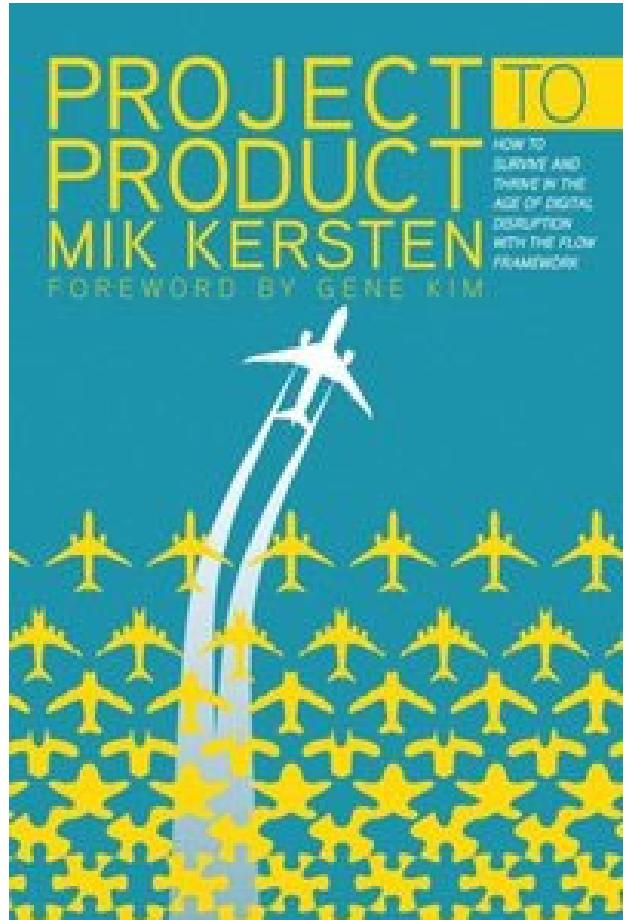
”Bikupa” – Ser ni samma sak?

Hittar ni nya förändringsinitiativ som pågår i era verksamheter utifrån detta sätt att tänka?

Hur håller ni ordning på de olika tidsperspektiven?

Hur navigerar ni mellan de olika ekosystemen?

Utreder ni idéer olika djupt beroende på var i tiden ni befinner er?



Kan vi tänka annorlunda?

Kan alla initiativ riktas mot
att vi förbättrar våra
produkter och tjänster med
tillhörande värdeströmmar?

Heatmaps och Roadmaps

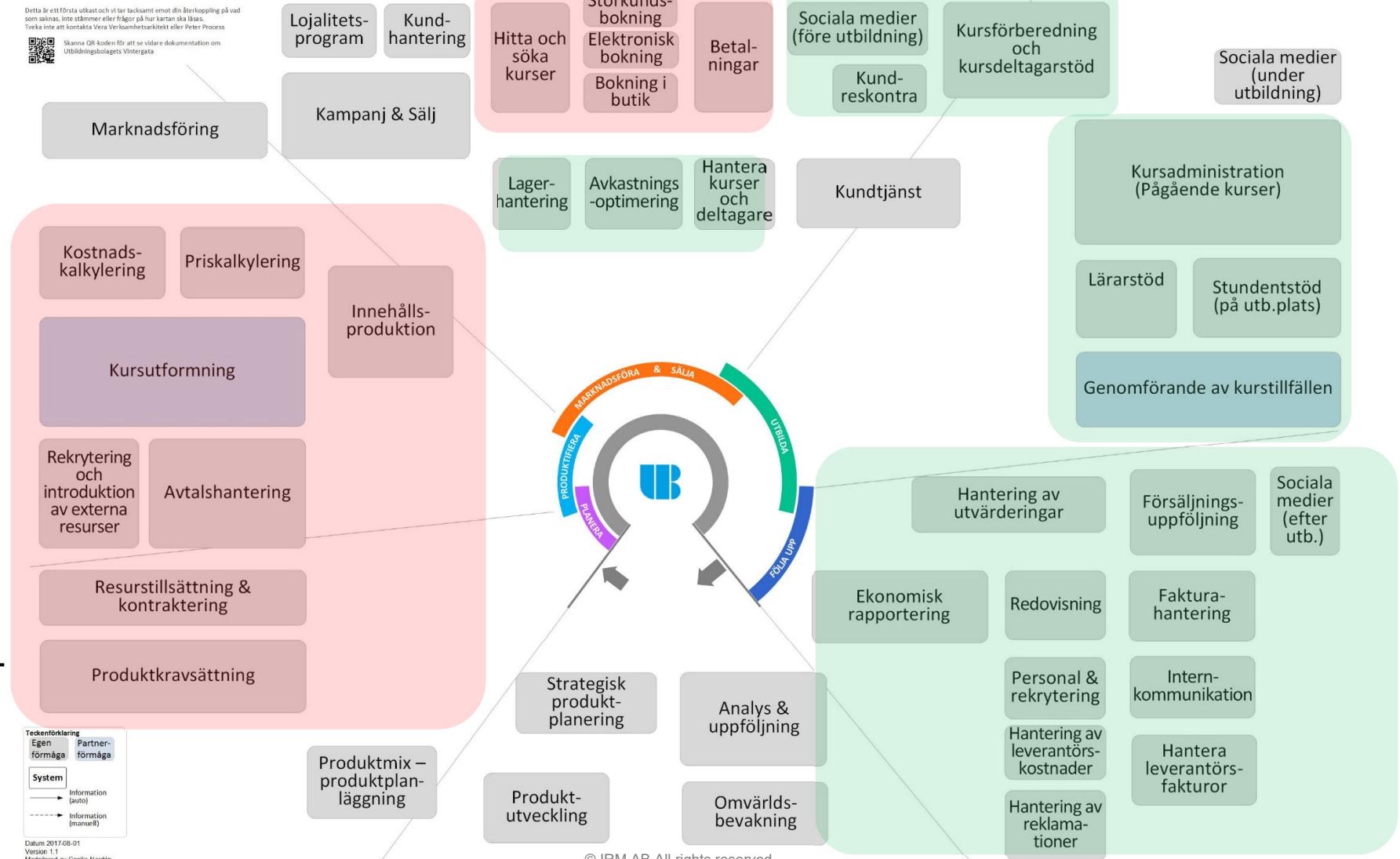
Läge 2021

Vintergata – Utbildningsbolaget AB
Denna förmäkarta är en helhetstid över Utbildningsbolaget. Den beskriver hur vi tillsammans arbetar för att skapa värde för våra kunder. I denna kartan har vi visat olika processer, system och information på en övergående nivå.

Detta är ett första utkast och vi tar backarna emot din återkoppling på vad som inte stämmer eller häger på hur kartan ska låsa. Tacka inte att kontakta Vera Verksamhetsarkitekt eller Peter Process.



Skanna QR-koden för att se vidare dokumentation om Utbildningsbolagets Vintergata



Övning

Ta fram heatmaps



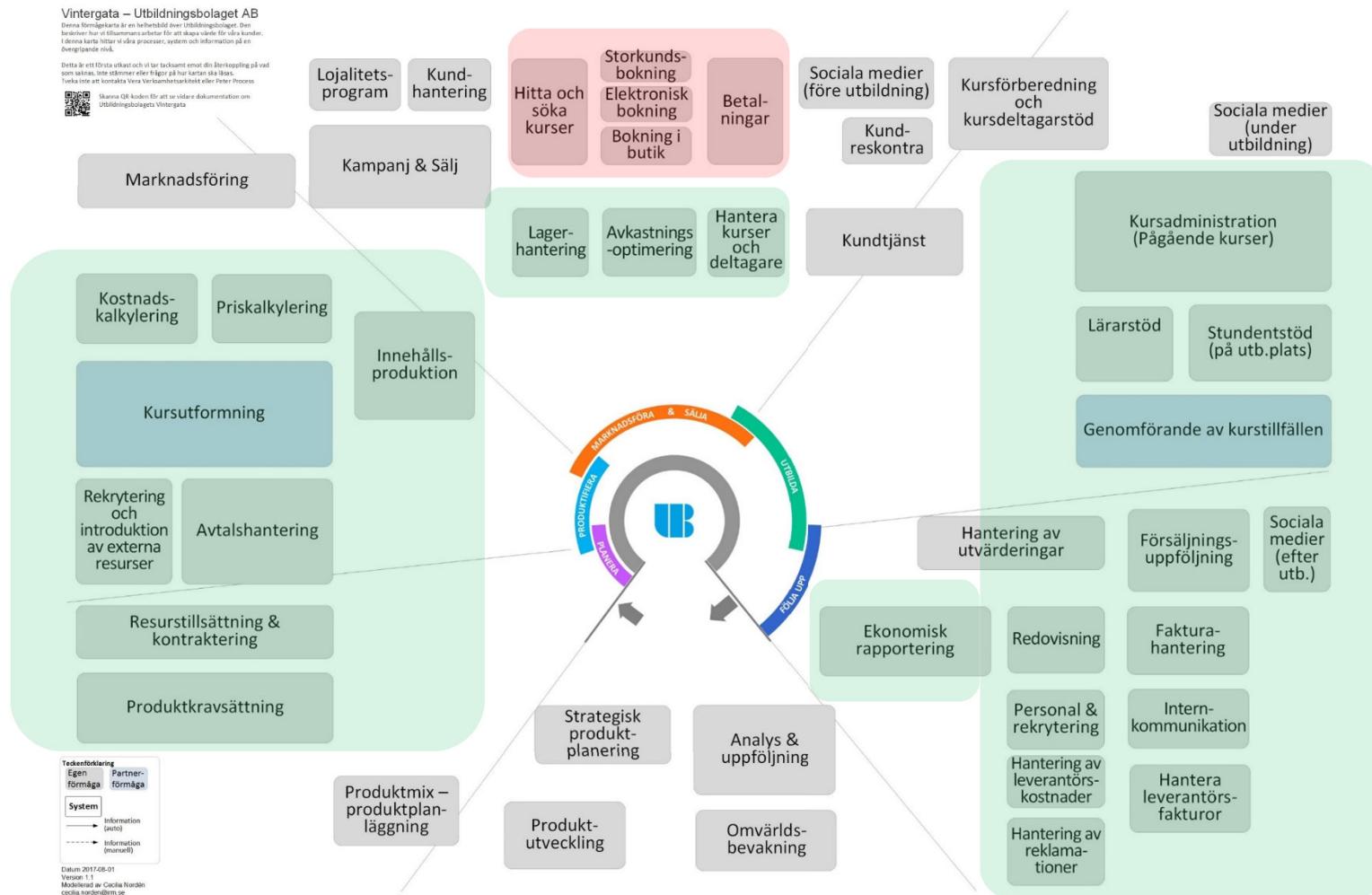
Gör heatmap – läget idag

- Fundera över vad som fungerar bra i er verksamhet – markera dessa områden med grön färg.
- Fundera över vad som fungerar sämre i er verksamhet – markera dessa områden med röd färg.
- Svårt att bestämma dig – använd gul färg...

Gör heatmap – hur såg det ut 2021

- Fundera över vad som då fungerade bra i er verksamhet – markera dessa områden med grön färg.
- Fundera över vad som då fungerade sämre i er verksamhet – markera dessa områden med röd färg.
- Svårt att bestämma dig – använd gul färg...

Målbild 2027



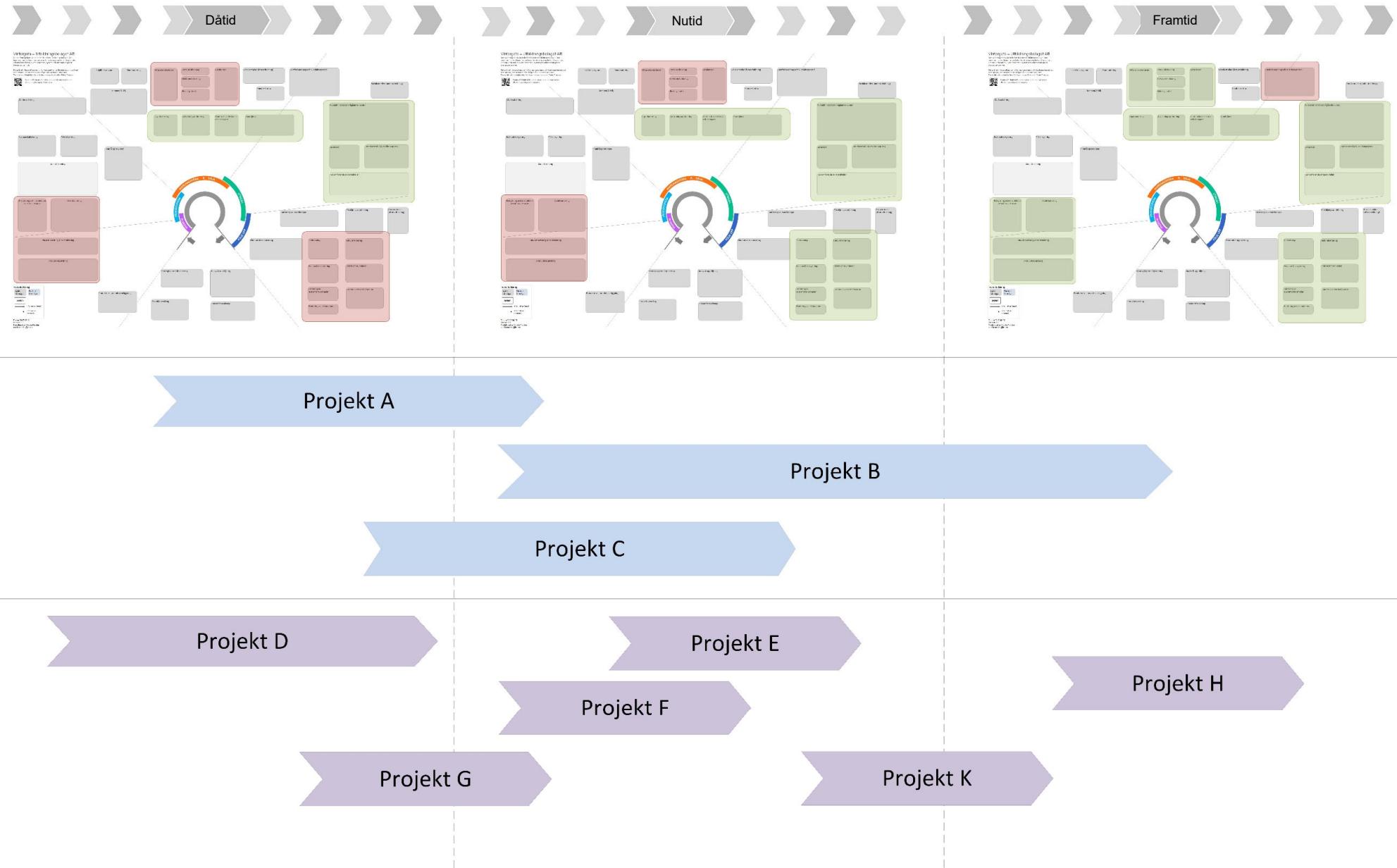
Gör heatmap – målbild för 2027

- Fundera över vad som kommer att fungerar bra i er verksamhet – markera dessa områden med grön färg.
- Fundera över vad som kommer att (fortsätta, eller bli) fungera dåligt i er verksamhet – markera dessa områden med röd färg. (Fortsatt dåligt, eller kommer att bli)
- Svårt att bestämma dig – använd gul färg...

Övning

Skapa en roadmap

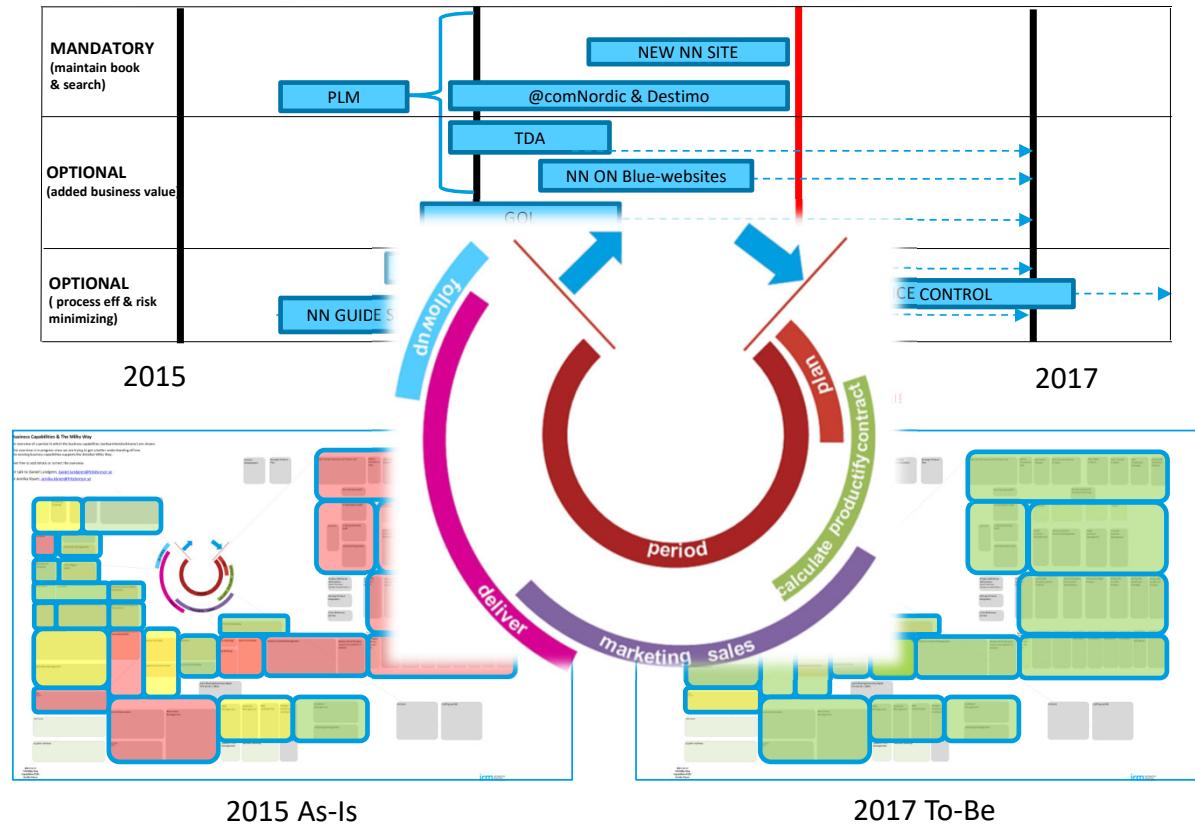




Skapa en roadmap

- Placera ut era tre heatmaps i tiden.
- Fundera över vilka förändringar som pågick mellan 2017 – 2022 som har tagit er hit idag.
- Fundera över vilka pågående och kommande förändringar som kommer ta er mot er målbild.
- Rita in projekten i tidsordning under era heatmaps.

Roadmap



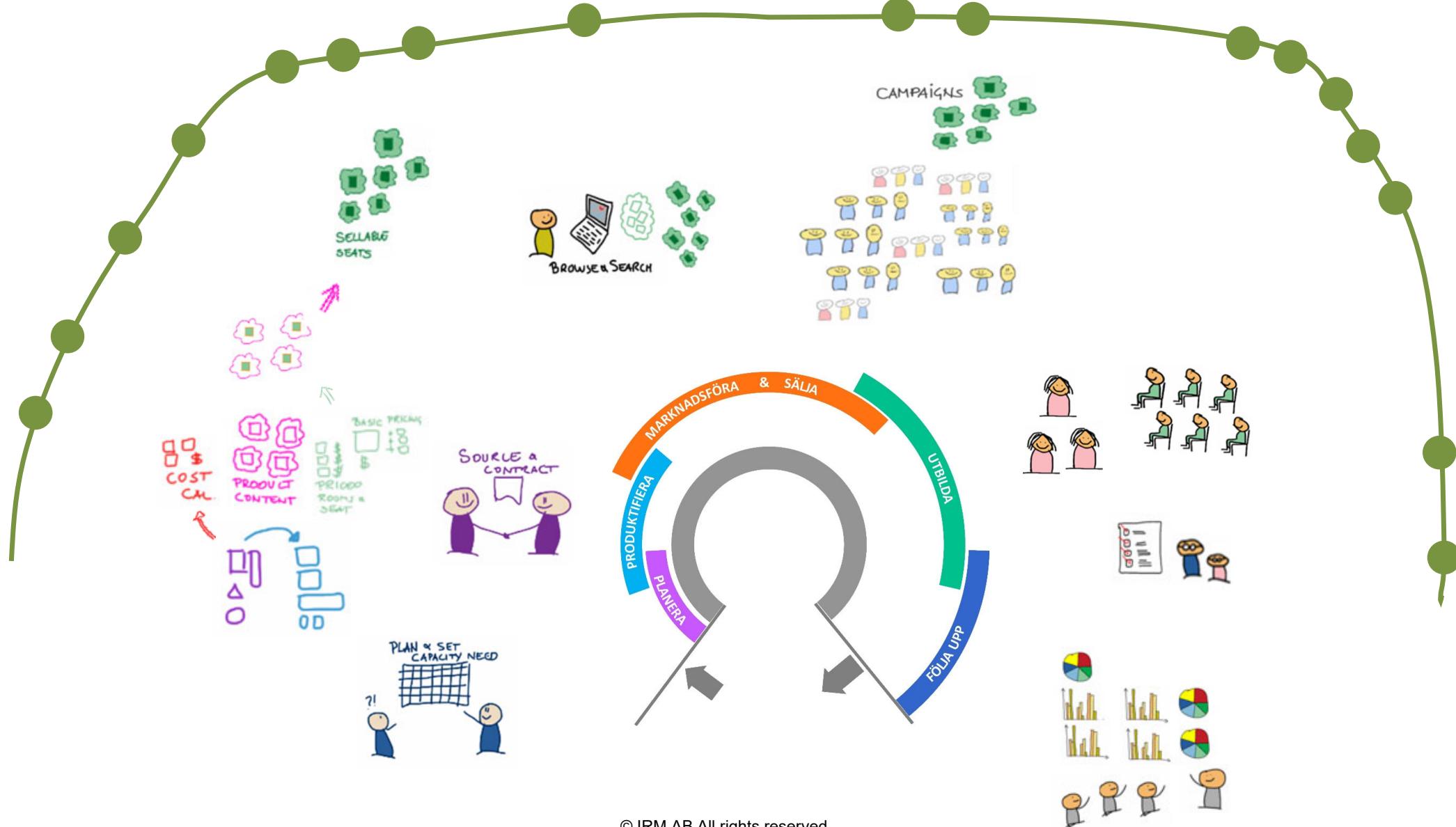
Erfarenheter från kunder

Dokumentation, arbetsformer och kommunikation

Storytelling

John Green - Why learning is awesome (Första 3,5 min)

<https://youtu.be/NgDGlcxYrhQ>



Information om din Vintergata

Vintergatan

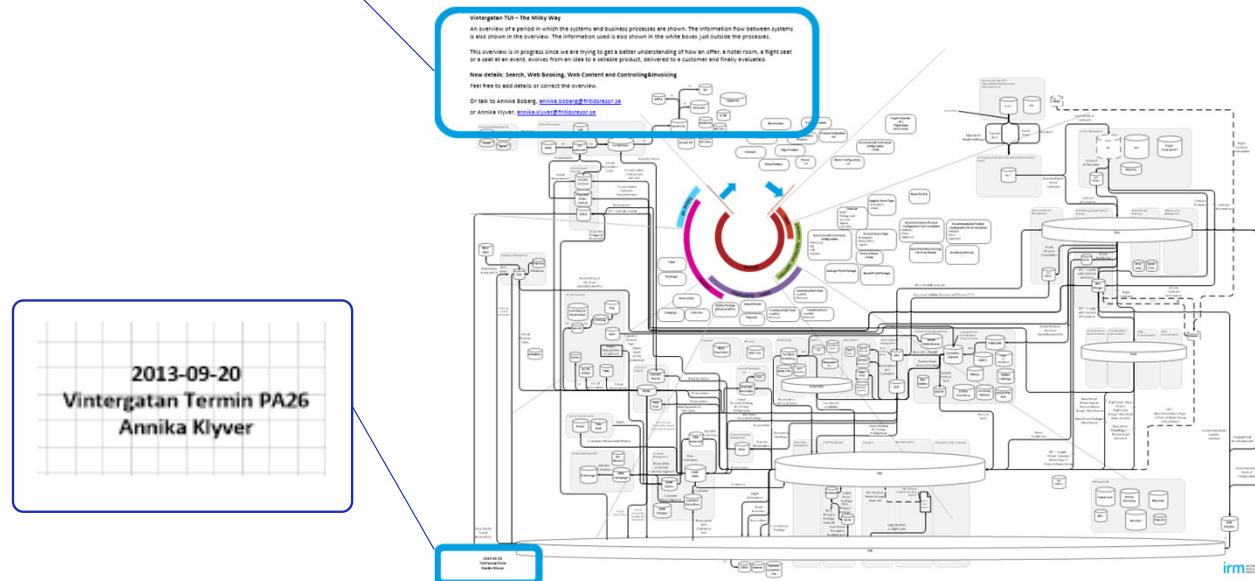
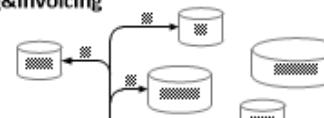
An overview of a period in which the systems and business processes are shown. The information flow between systems is also shown in the overview. The information used is also shown in the white boxes just outside the processes.

This overview is in progress since we are trying to get a better understanding of how an offer, a course, evolves from an idea to a sellable product, delivered to a customer and finally evaluated.

New details: Search, Web Booking, Web Content and Controlling&Invoicing

Feel free to add details or correct the overview.

Or talk to Annika Klyver annika.klyver@irm.se



Ramen och dispositionen

Vintergatan TUI – The Milky Way

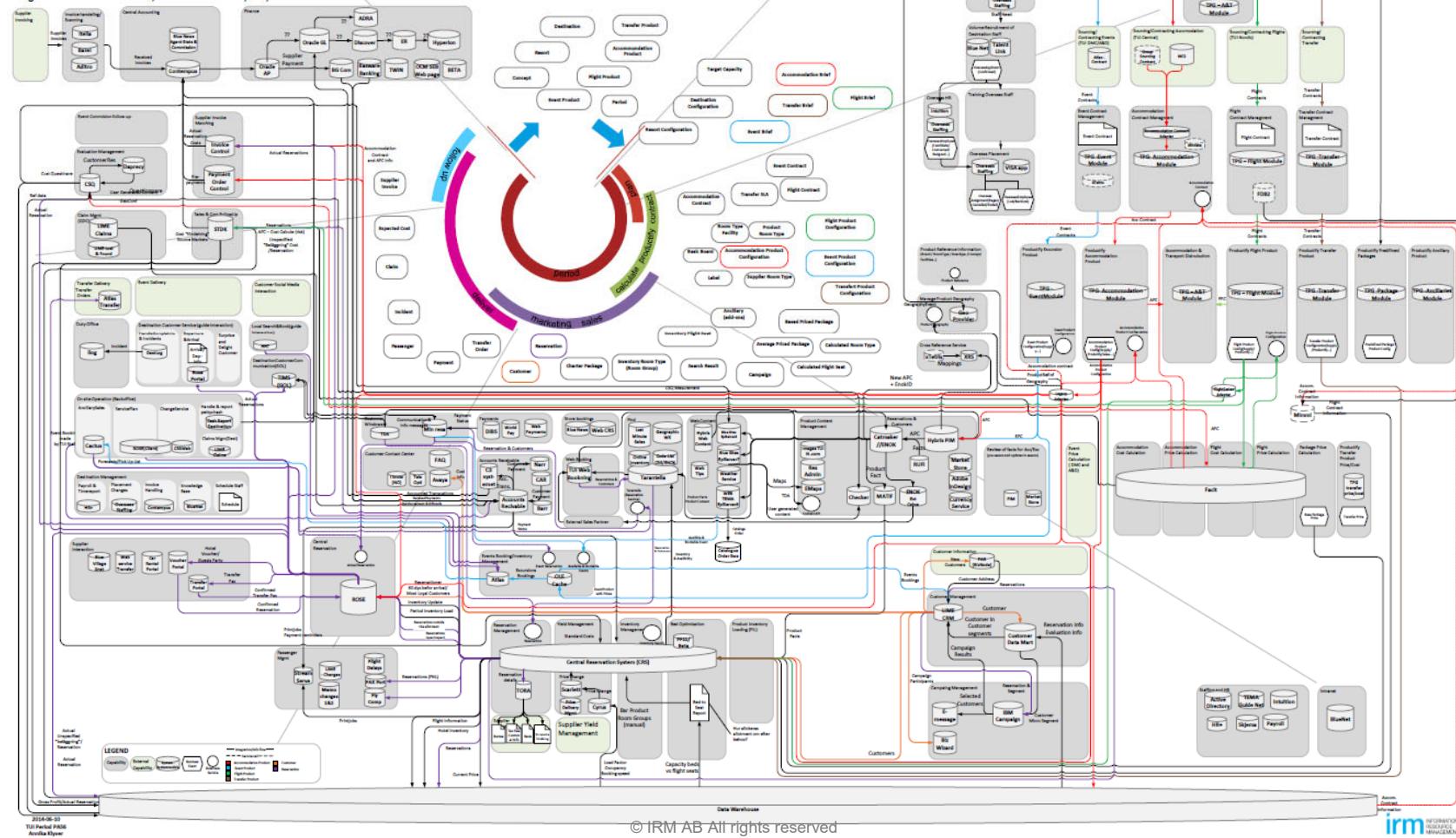
An overview of a period in which the systems and business processes are shown. The information flow between systems is also shown in the overview. The information and concepts used is also shown in the white boxes just outside the processes. A darker frame on the white box indicates that there is an information service available.

This overview is in progress since we are trying to get a better understanding of how an offer, a hotel room, a flight seat or a seat at an event, evolves from an idea to a sellable product, delivered to a customer and finally evaluated and invoiced.

New details: Business services and events added, the integrations are colour coded based on the type information flowing and the legend is updated.

Please free to add details or correct the overview. Or talk to Daniel Lundgren, daniel.lundgren@fritidsresor.se or Annika Klyver, annika.klyver@fritidsresor.se

A digital version? Go to BlueNet, search for "The Milky Way"



Carte Figurative des pertes successives en hommes de l'Armée Française dans la Campagne de Russie 1812-1813.

Dessiné par M. Minard, Amiral Général des Ponts et Chaussées en retraite

Paris, le 20 Novembre 1869

Les nombres d'hommes perdus sont représentés par les largeurs des zones colorées à raison d'un millimètre pour dix mille hommes; ils sont de plus écrits en lettres ces zones. Le rouge désigne les hommes qui ont été en Russie; le noir ceux qui en sortent. — Les renseignements qui ont servi à dresser la carte ont été pris dans les ouvrages de M. Chiers, de Léger, de Férouzat, de Chambray et le journal intime de Jacob, pharmacien de l'Armée depuis le 28 Octobre.

Pour mieux faire juger à l'œil la diminution de l'armée, j'ai supposé que les corps de l'Armée détruite en du Maréchal Davout, qui avaient été détachés sur Minsk et Malibor au mois d'août avec Oudiné et Wrede, avaient toujours marché avec l'armée.

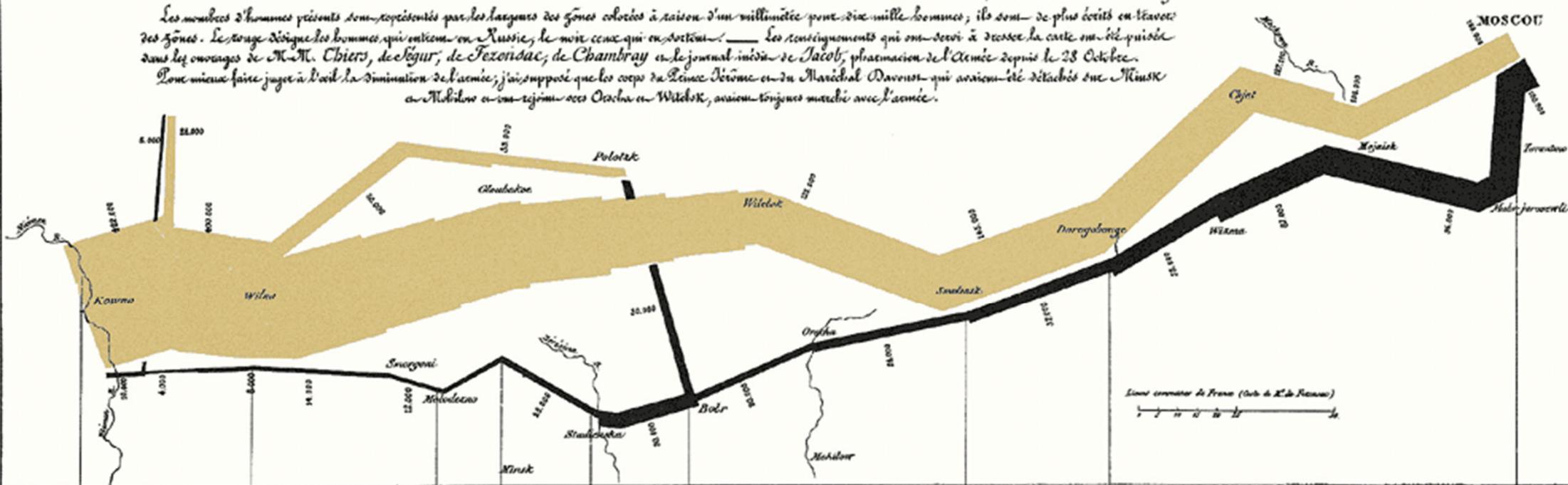
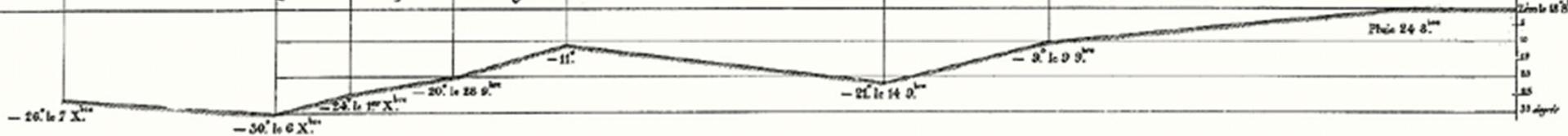


TABLEAU GRAPHIQUE de la température en degrés du thermomètre de Réaumur au dessous de zéro.

Les Cosaques passent au gelé
le Nihmen gelé.



Jobba med lager

Milky Way | Preview Release X miro MW - testing - small board ⚡ 🔍 Share HT ⚡ 🔍

Select Frame

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Elements

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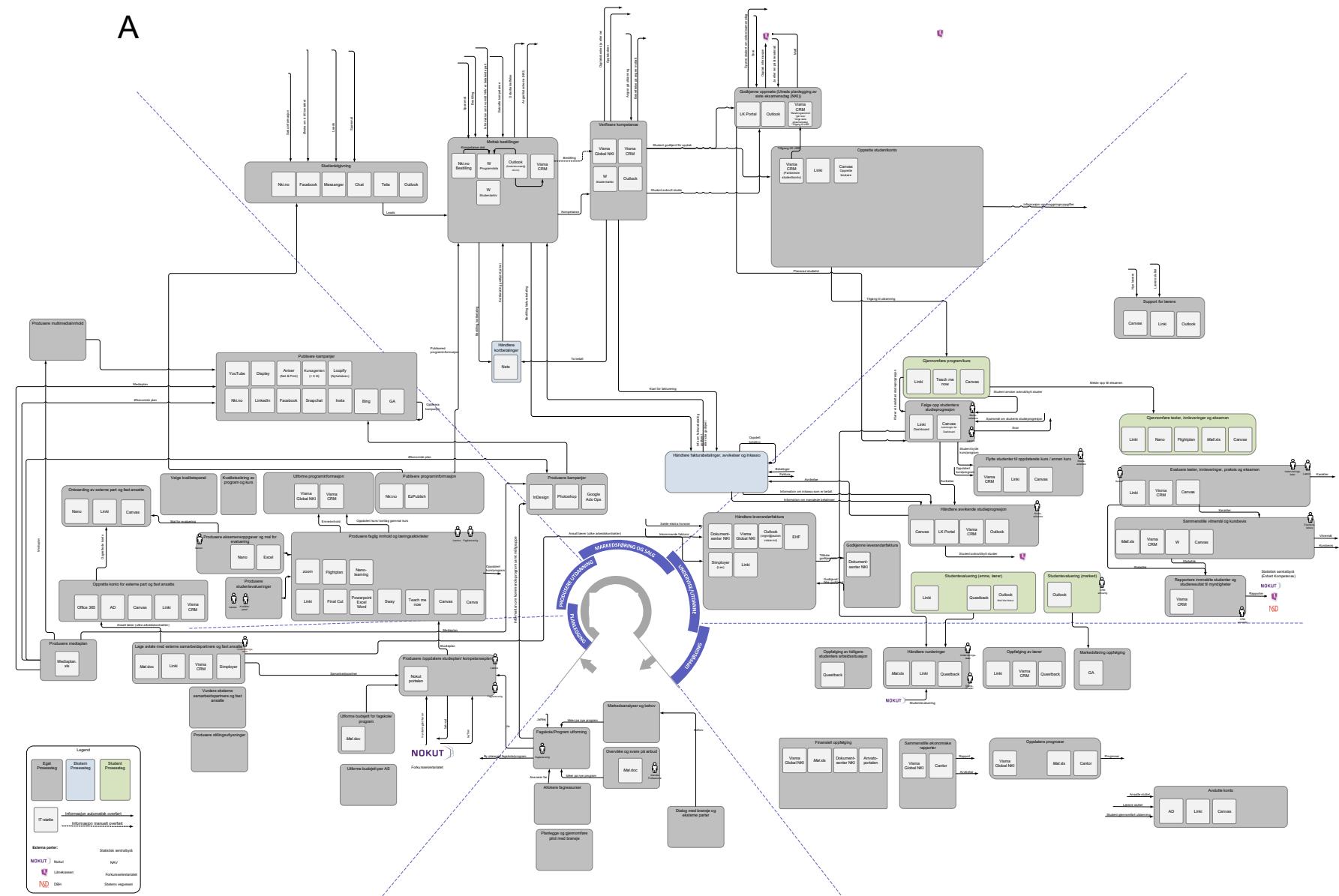
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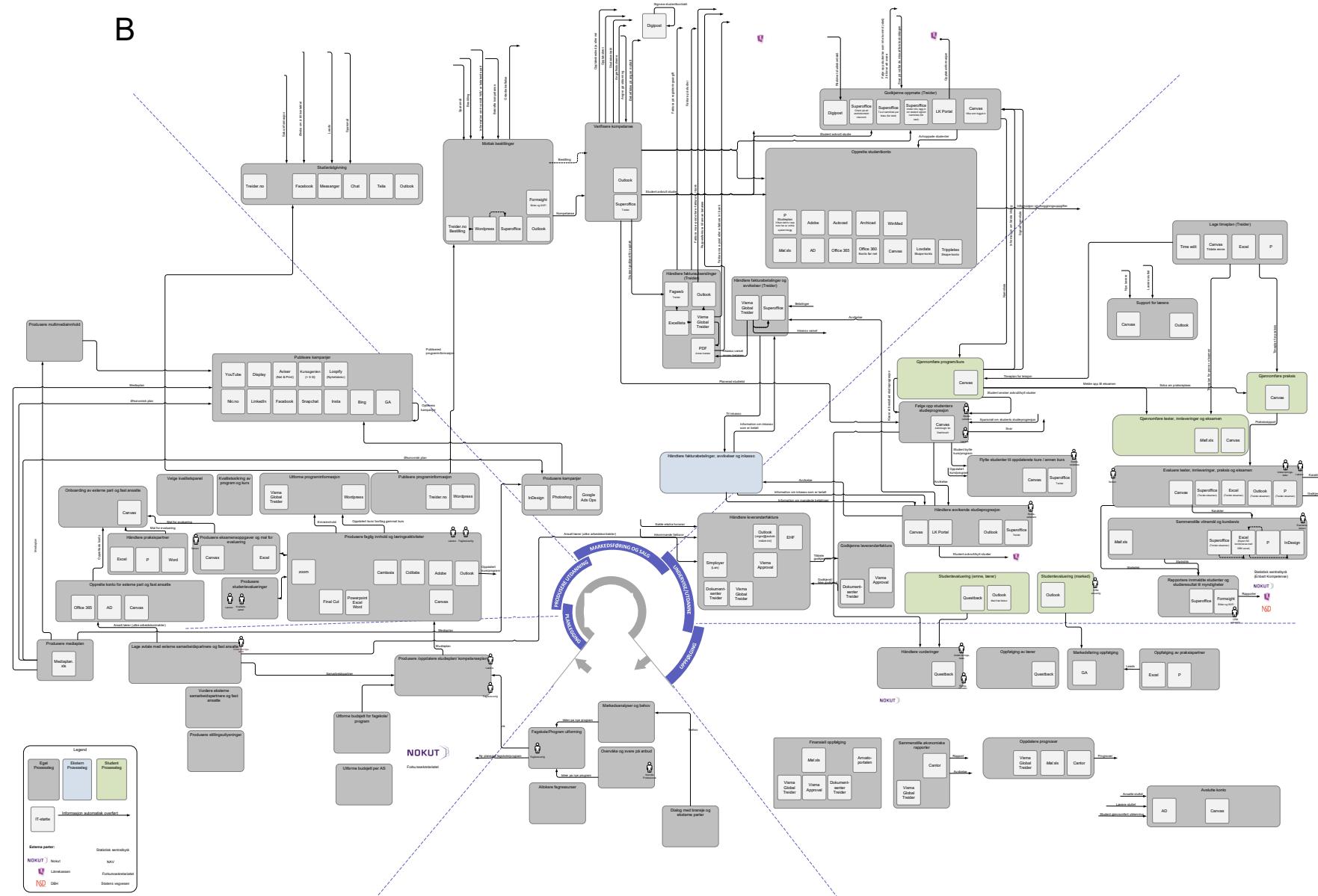
Milky Way for your organisation

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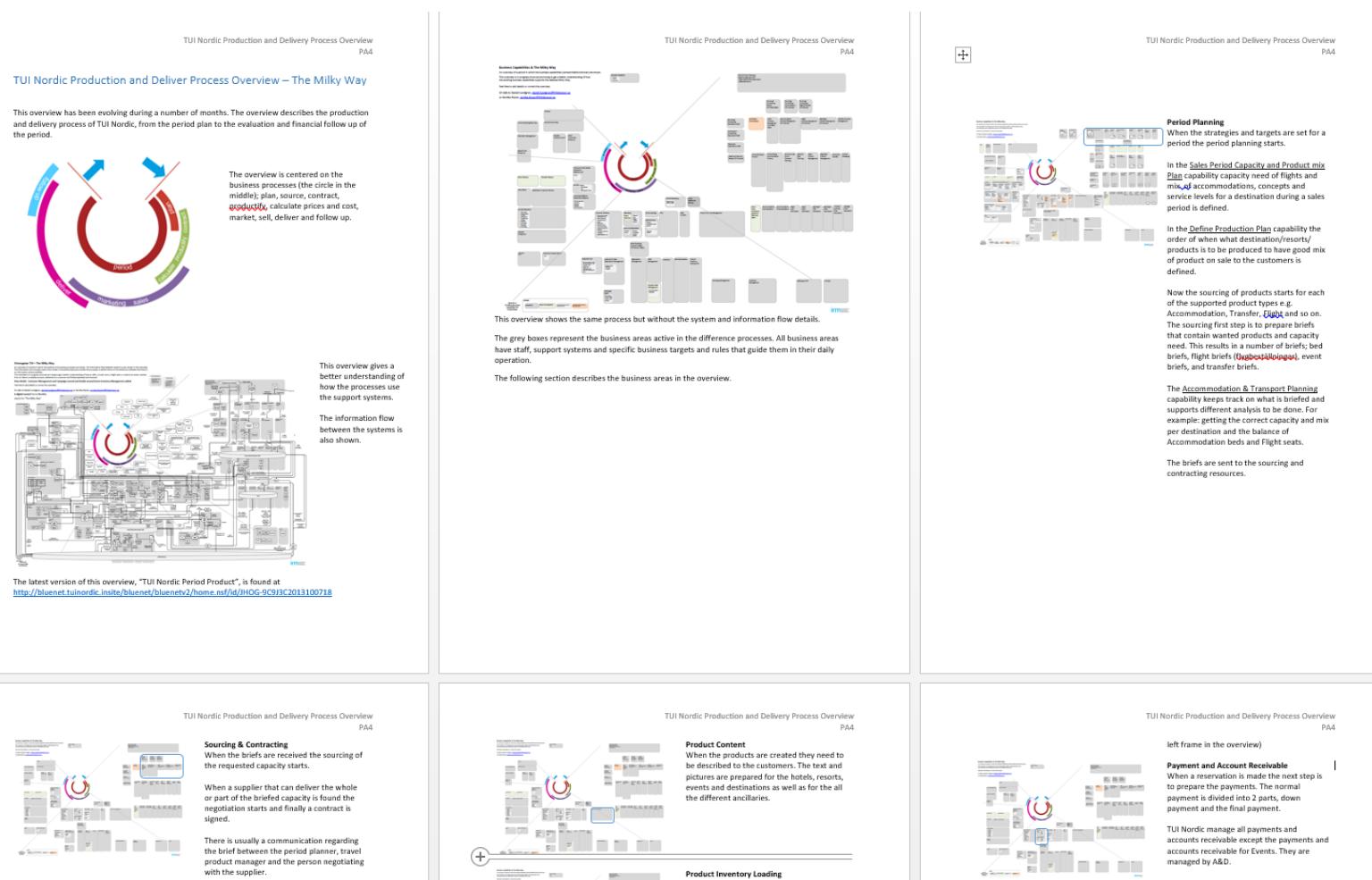
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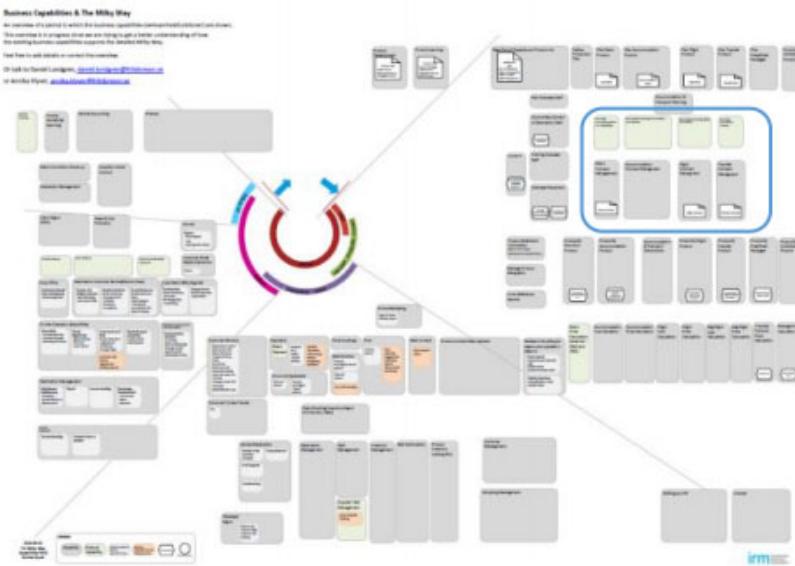
Jobba med beskrivningar i Excel eller liknande

Prosessteg:	Sektor:	NHO Fag	NHO Kompetanse	Treider Fag	Beskrivning:	Anbefalinger	Viktiga åfårhändelser:	Vad ska ske av händelser:
Dialog med bransje och eksterne parter			x	x	Møte med bransje og eksterne parter der man representerer IP för att få input och antalet nærmere med naringar, ulike forum og eksterne samarbeidspartnere	Bør systematiseres og organiseres fra top-level		
Markedsanalyser og behov	Strategi	x	x	x	Rapporter, analyser, input fra omverdenen/eksterne samarbeid - dette danner grunnlag for relevante behov og videoutvikling/verdiskaping av portefølen	Bør systematiseres og organiseres fra top-level		
Overvåke og svare på arbeid	Strategi	x	x	x	Arbutsoppsætter (AMO), Business Case, Utv. linjer/eller etc.	Bør systematiseres og organiseres fra top-level		
Alokere fagressurser	Strategi	x	x	x	Hjem er ansvarlig prosjektleder, interne/eksterne ressurser etc.	Porteføljestrategi- inhouse/eksterne		
Fagskole/Program utforming		x	x	x	Hvordan er leveransesformat, distribusjonsformat, antall studepoeng, praksis, etc.; Roadmap/Scope/Utvalgprosess etc.. Dette presenteres for IP styre - som ser i eller nei	Iddé på ny utdanning godkjent av IP		
Strategi								
Planlegge og gjennomføre pilot med bransje	Strategi	x	x	x	Som en del av utforming av nye kurs/fagskoler - konkrete planer med tilhørende business case og KPI's danner grunnlag for videre satning	SAVNES		
Produse/oppdatere studieplan/kompetanseplan		x	x	x	Prosesstegn for fagskoler, Kompetanseplan opp mot læremål for WGS. For kompetanseplan for fagskoler, Kompetanseplan opp mot læremål for WGS. For Vurder eksterne samarbeidspartnere og fast ansatte	Studieplan godkjend av Nokut/Forskesekretariatet		
Planlegging								
Utdømme budsjett per AG		x	x	x	All tilbuds/portefølje/institutt skal ha Business case/budgett/identifisert/avtaknings/leikning/bedring etc. I nært samarbeid med økonomiværdien	Hvordan følges dette opp?		
Planlegging								
Produse medieplan		x	x	x	Behov av lærere/fast ansatte/eksterne/interne - HR og økonomi må involveres	Økonomisk marknadplan		
Produse multimediainnehold	Produse Utadanng	x	x	x	Som en del av tilleggsutvalgskunnskapene			
Opprette konto for eksterne part og fast ansatte	Produse Utadanng	x	x	x	Faglig ansvarlig, HR og økonomi - vurdere og avtale - produse eksamenstoppavgaver, utvikle av orosram/leime/temor/hærente. Ulke intensjonsavtaler.	Nye samarbeidspartnere, nye ansatte		
Produse faglig innhold og læringsaktiviteter	Produse Utadanng	x	x	x	Program/desain, nettoppedagogikk/lykkespedagogikk, pensum - nært samarbeid med praksis, eksamen, studentevalueringer, samarbeidspartnere etc. - Dette er en prosess som kan gjøres raskt, eller ta lang tid	Nytt program-/kursinnehold klart, oppdatert program-/kursinnehold klart, lista på system som student behøver tilgang til for aktuelt program/kurs		
Produse eksamenstoppavgaver og malfor evaluering	Produse Utadanng	x	x	x	Her produserer man eksamen og evalueringenes	Sensor, lærere, faglig ansvarlig/ Outsource et eller intern	Klarer eksamensoppsett per program/kurs	
Produse studentevalueringsspørsmål	Produse Utadanng	x	x	x	Hva er spørsmålet på studentevalueringen hvor mange pr. kurs? Studentevalueringsspørsmål/Outsourcing/ eller også det til kurset	Studentevalueringsspørsmål framtagna, plan på når dess spørsmål skal stilles klar		
Onboarding av eksterne part og fast ansatte	Produse Utadanng	x	x	x	Gjennomgang av IT-system, Kunnskapsreg og diskusjon om evalueringer - og hvem i administrasjonen som har ansvar/de kan kommunisere med			
Håndtere praksispartner	Produse Utadanng			x	Håndtere eksterne og nye praksispartner - nært samarbeid med faglig ansvarlig og utdanningsdesign			
Velge kvalitetspanel		x	x	x	Hver fagkole skal ha kvalitetspanel som vurderer kvaliteten på faglig innhold/utdanningsdesign. Detta kan være lærere, samarbeidspartnere eller næring	Kvalitetspanel/vald		
Produse Utadanng								
Kvalitetssøking av program og kurs	Produse Utadanng	x	x	x	Intervjuer med studentene som er strukturet og går gjennom systematisk gjennom året. Dette skal som et sättet der man godkjenner faglig behovet for det publiserte	Kvalitetssøk kred program/kurs		
Utdømme programinformasjon	Produse Utadanng	x	x	x	Ennemehnhed, oppdaterte kurs, nye tilbuds/akutformenes interne system (svan, wordpress, økonomisystem etc.)	Programinformasjon klart for program/kurs		
Publisere programinformasjon	Produse Utadanng	x	x	x	Markedsutdeling av OK fra faglig ansvarlig og publiserer på hjemmesider. Nå kan studentene bestille	Nytt program/kursfins att beställa		
Produse kampanjer	Markedsføring & Salg	x	x	x	Som en del av markedsplanen			
Publisere kampanjer	Markedsføring & Salg	x	x	x	Markedsutdeling	Leads på potensielle kunder		
Studierådgivning	Markedsføring & Salg	x	x	x	Vilhjelpe studenter å finne riktig utdanning! Spørsmål om svår om innhold, relevans og arbeid - dette gjøres gjennom telefon, mail, chatte og hemmeside	Leads på potensielle kunder		
Mottak bestillinger	Markedsføring & Salg	x	x	x	Her legges det opp bestillinger/utdanningsplaner for flere av våre fagkoleutdanninger hvor det er en viss kompetanse som oppakt/grundlag. Dette registreres - og det sendes bestyrker fra en tilhake	Bestilling mottak, kompetenbecräftelse mottak		
Verifisere kompetanse	Markedsføring & Salg	x	x	x	Her verifiseras vikenkompetansen til studenten - og studenten får teknikken godkjend/oppakt. Oppskrivet som blir sendt ut innhölder bl.a. i litteratur, övningar, information om	Students kompetensverifierat, Student godkjent for oppakt, student avbrutt studie		
Opprette studentkonto	Markedsføring & Salg	x	x	x	Färdigställning av rettigheter, roller och tillägg till olika typer av studenter - oppskrivet ut till studenten med information om bruker och passord	Studentkonto uppsatta		
Håndtere faktura/sendinger	Markedsføring & Salg	x	x	x	För Treider håndteres detta inhouse, och også i byene Bergen och Trondheim - samt länder/sofi.	Faktura skickad		
Håndtere fakturabeställningar och avvikelser	Markedsføring & Salg	x	x	x	Här tas emot beställningar - detta sker inhouse - och tas ut i de olika bygne	Distribueras på alla muliga sätt - huvudsakligen fakturahandeln		
Håndtere fakturabeställningar, avvikelser och inkasso	Markedsføring & Salg	x	x	x	Outsourcer till Avto. För TREIDER gjörs detta kun inkasso	Betalning mottak, hänvisar till fakturahandeln		
Håndtere kontrollbeställningar	Markedsføring & Salg	x	x	x	Outsourcer till Netts	Faktura skickad, betalning mottak, betalning ikke mottak, inkassovarrel, inkasso		
Godkjenne oppnate NIK	Markedsføring & Salg	x	x	x	Här är det interne processer med en lång rekla sektsidor som skall håndteras opp mot bänkassen, betalningar och inkasseringar i nettsystemet	Likevel/noen interne processer? Er dette virkelig outsourcing? Detta registreres - och det sendes bestyrker från en tilhake		
Godkjenne oppnate Treider	Markedsføring & Salg	x	x	x	Här må interne lagre lister för oppmått och manuellt legge detta inn i likhe administrativa system och rapportera till NIK	Oppnateinformation till NIK. Student inkommit med nödvändiga förskrifter om att de ska gå kursen/programmet		
Lage tidsplan					Tidsplan för Treider stedobaserte klasser. Her benyttes tidsmedført for å legge tidsplaner for klassene, tom, lærere etc.	Dette gjelder ikke for praksis- eksamen-	Tidsplan gjord/uppdaterad for lektion, praksis, eksamen	
Support for lærere	Undervise/Utdanne	x	x	x	Suppport for lærere underveis i semesteret. Dette gjelder både sted og nett- og utøfars gjennom LMS och e-studentportalen			
Gjennomføre program/kurs	Undervise/Utdanne	x	x	x	Studenter som gjennomfører sin utdanning! Learning experience. Læringseffekt - user experience - årsrapport			
Følge opp studenters studieprogresjon	Undervise/Utdanne	x	x	x	Studievælgende følger opp studentene gjennom heim/leirnig/dag	Avvikleser		
Håndtere avsluttende studieprogresjon	Undervise/Utdanne	x	x	x	Studievælgende som følger opp studenter som ønsker å avbryte/bytte studium, tilnekasse, beställing etc.	Student avbrutt studie, student bytte studie, student tränger mer tid		
Gjennomføre praksis	Undervise/Utdanne			x	Gjelder kun for Treider Fagskoler. Gjennomføring av praksis følges opp av interne ressurser ut mot praksisvælgende ulike bedrifter.	Test genomført eksamenstoppavgave inlämnad inslevering inlämnad		
Gjennomføre test, inleveringer og eksamen	Undervise/Utdanne	x	x	x	Studenter som gjennomfører ulike tester, inleveringer og eksamen - dette utføres dag i dag i forskjellige plattformer			
Flytte student til oppdaterte andre kurs	Undervise/Utdanne	x	x	?	Håndterer dag av studievælgende	Student flyttad till uppdaterad kurs		
Evaluere tester, inleveringer, praksis og eksamen	Undervise/Utdanne	x	x	x	Nettleverancere, lærere og sensorer evaluerer, gir tillbakemelding og setter karakter/beställt eller ikke beställt	Karakter för emne, karakter per inleveringer, karakter per eksamenstoppavgave		
Sammenslå vitnemål og kursevis	Undervise/Utdanne	x	x	x	Kursevis for NOK og vitnemål för fagskolen. Her er det retningsråper för nå studenter kan få vitnemål (NOKUT). Vitnemålskällangetetter en mål. Dette håndteres i lika system.	Kursevis, eksamenbevis, vitnemål		
Studentevaluering (enne, lærer)		x	x	x	Som en del av kvalitetssøkingen av faglig innhold kan deltakere evaluere innhødd i visse kurser. Detta kan enten være gjennom questback - eller bakt inn i emne/leksjoner.			
Studentevaluering (marked)	Undervise/Utdanne	x	x	x	Markedsutdeling gjennomføres også underveis et mot studenter.	Leverantörfaktura skickad till attesterande, leverantörfaktura betalad		
Håndtere leverandør faktura	Undervise/Utdanne	x	x	x	Dette gjøres av økonomiværdien. Fakturaer som kommer inn håndteres for intern økonomiværdien.	Leverantörfaktura godkjend		
Oppfølging av tidligere studenter arbeidsituasjon		x		x	Sparreundersøkelser og innhenting av data som er rettet mot studenter som er ferdig med sin utdanning - og om de har fått jobb - og om student var relevant målt opp med jobben	Statistikk om tidligere studenter arbeidsituasjon		
Håndtere vurderinger	Oppfølging		x	x	Vurderinger som er blitt gjennomført underveis i semesteret (lærere, studenter, sensorer etc.) skal håndteres og brukes som underlag til neste semester eller rapporter (kvalitetsrapport etc.).	Vad som behöver åtgärdas		
Oppfølging av praksispartner	Oppfølging		x	x	Omfattande av praksisvælgende. Dette utføres av interne ressurser	Vad som behöver åtgärdas		

Textuella beskrivningar



Textuella beskrivningar - exempel



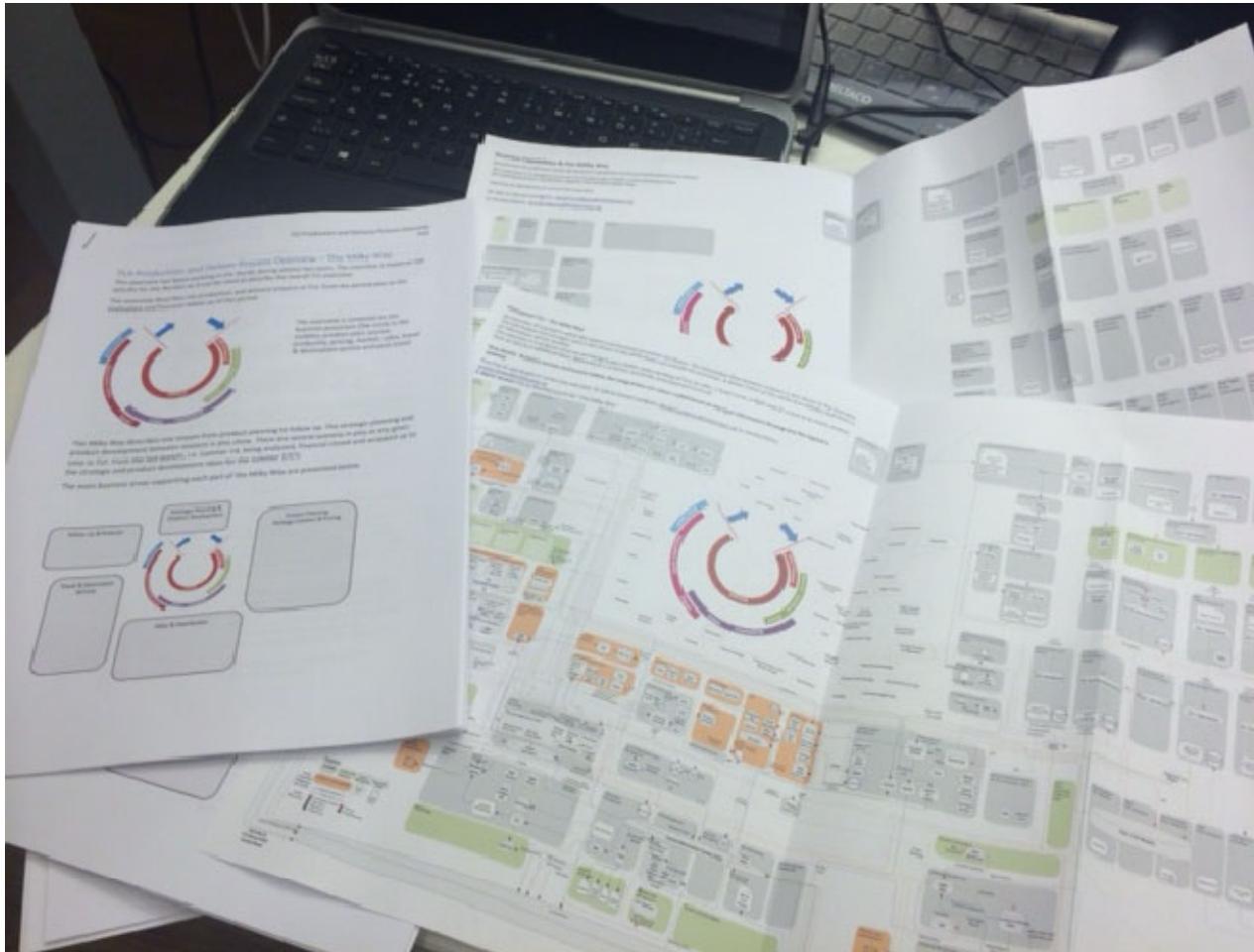
Sourcing & Contracting

When the briefs are received the sourcing of the requested capacity starts.

When a supplier that can deliver the whole or part of the briefed capacity is found the negotiation starts and finally a contract is signed.

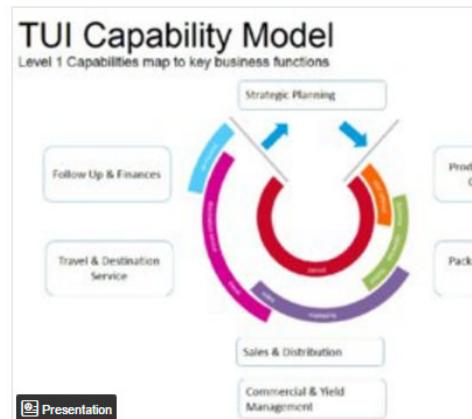
There is usually a communication regarding the brief between the period planner, travel product manager and the person negotiating with the supplier.

Start-kit



Delad och tillgänglig i en wiki

The screenshot shows a Confluence page titled 'TUI Capability Model' under 'Enterprise Architecture Management'. The left sidebar contains links for 'Enterprise Architecture Management', 'Milky Way - Community', and a 'PAGE TREE' section listing various architecture-related topics. The main content area features a circular diagram titled 'TUI Capability Model: Level 1 Capabilities map to key business functions'. The diagram is divided into five segments: 'Strategic Planning' (top), 'Follow Up & Finances' (top-left), 'Travel & Destination Service' (bottom-left), 'Sales & Distribution' (bottom-right), and 'Commercial & Yield Management' (right). Arrows indicate a clockwise flow between these segments. Below the diagram are three boxes: 'Product Creation' (left), 'Package' (center), and 'Presentation' (right).



Product Planning & Contracting

The first part of the value stream starts with the decided strategies, targets and ends with products ready for launch.

The main areas are planning and sourcing the needed capacity of flights and all other types of capacity needed to be able to create and sell the products.

Package Creation & Initial Pricing

The next part of the value stream starts with the contracted capacities configured, priced, presented and ready for launch.

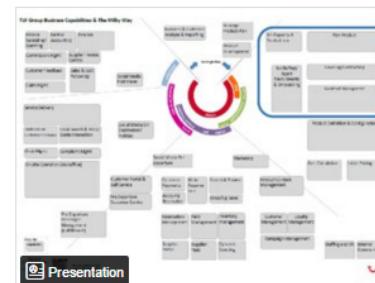
The main areas are product definition and packaging, initial pricing and product content.

Sales & Distribution

The next part of the value stream starts with the products ready for launch.

1. Product Planning and Sourcing

Created by Annika Klyver, last modified on Jan 27, 2016



Set Capacity & Product Mix

This capability consists of two areas: Sales Period Capacity and Product mix Planning, where the needed capacity of flights and mix of accommodations, concepts and service levels for a destination during a sales period is defined.

The next area is to create the Define Production Plan and set the order of when what destination/resorts/products are to be produced to have good mix of products on sale to the customers is defined.

Product Planning

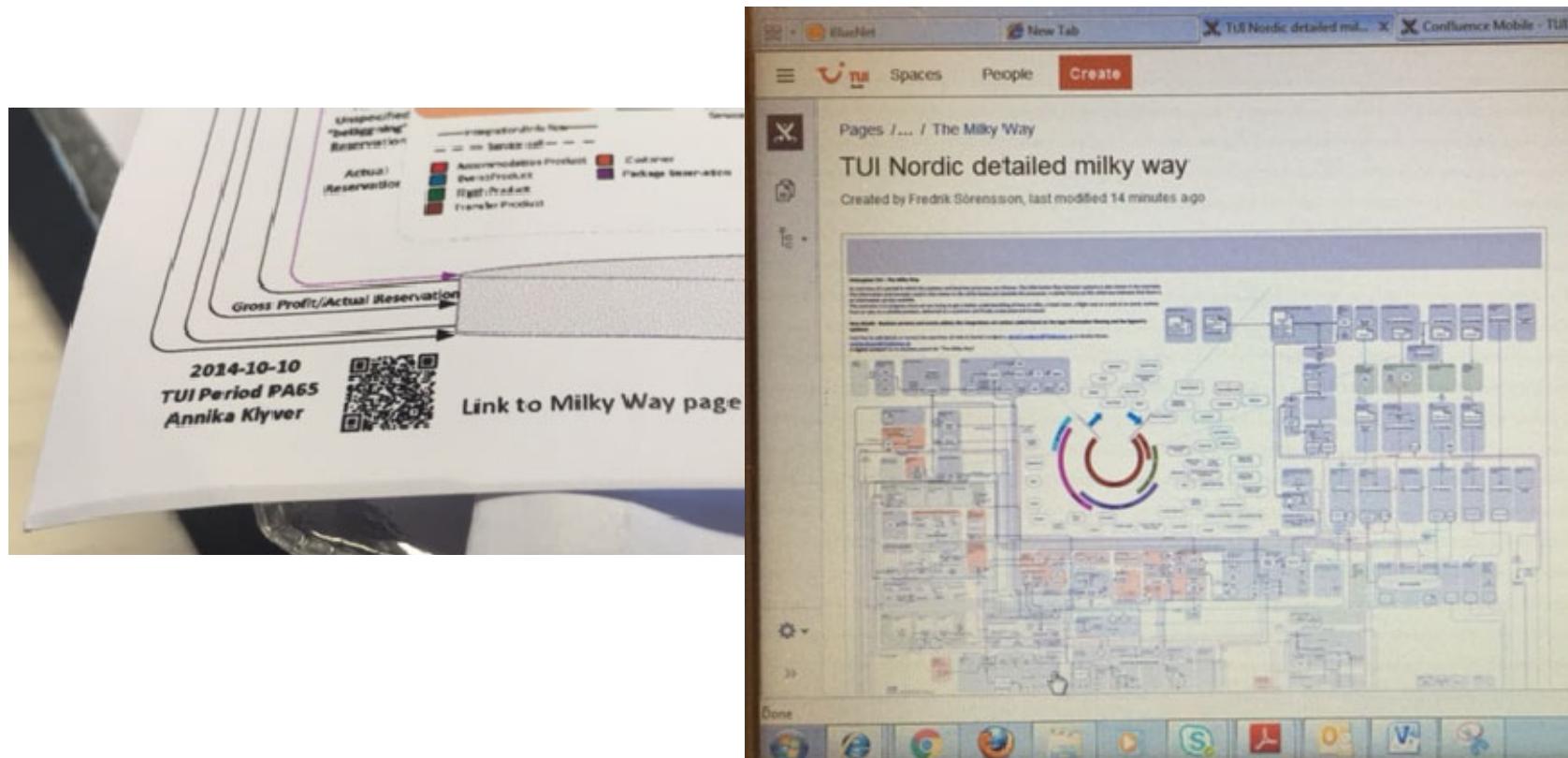
When the strategies and targets are set for a period the product planning starts.

The sourcing of products starts for each of the supported product types e.g. Accommodation, Transfer, Flight and so on. The sourcing first step is to plan and prepare briefs that contain wanted products and capacity need. This results in a number of briefs: bed briefs, flight briefs, event briefs, and transfer briefs.

Accommodation & Transport Planning keeps track on what is briefed and supports different analysis to be done. For example: getting the correct capacity and mix per destination and the balance of Accommodation beds and Flight seats.

The briefs are sent to the sourcing and contracting resources.

Digitala versioner





Campaign & Sales Management



	Name	Hub	Type of BC	Applications	Information Output	Information Input
11	Campaign and Sales Manage...	Marketing & Sales	Own BC	Email Client / NA Yield-e / My pages FileSystem / Course Cour	Customised request TBD	Planned marketing activitie
12	Loyalty program	Marketing & Sales	Own BC	Membershiplist / NA		
13	Customer management	Marketing & Sales	Own BC	ClientWeb / NA		
14	Search and find	Marketing & Sales	Own BC	Google / AdWords	Search	TBD

Business Capabilities																		
Views	Grid total		Hide fields	Filter	Group	Sort	Color	Share view	SHARE	AUTOMATIONS	APPS							
Q Find a view	Name	A Business Capabilities	Description of BC	Type of BC	Hub	Applications	Information Output	Information Input	BC Manager	Value Stream	Projects	accounting	1 of 5	▼	X	Q		
Grid total	1	Portfolio range and plan	Portfolio range and plan	In this capability UniBiz does the over...	Own BC	Plan	Planned portfolio range	Cecil Hope, Terry Tray	Blue stream	Strategy								
BC's per hub	2	Course planning	Course planning	This capability defines the specificat...	Own BC	Plan	Excel / NA FileSystem / Partners Word / Course requirements	Course requirements	Own BC	Planned portfolio range	Ben Lund	Green Stream	Blue stream	Blue project	Objective 3	Planning		
BC per org	3	Resource and contracting	Resource and contracting	This capability decides what resource...	Own BC	Plan	Excel / NA FileSystem / Partners Excel / Current Courses	TBD	Course requirements	Own BC	Ben Lund	Blue stream	Green Stream	Blue stream	Planning			
Projects	4	Staff selection and introduction	Staff selection and introduction	This capability selects teachers and o...	Own BC	Productify	Backlog / NA Calendar / Courses	TBD	TBD	Own BC	Daniel Danielsson	Green Stream	Object 3	Objective 3	Production			
Org Booking Project tasks	5	Contract management	Contract management	This capability administrates the contr...	Own BC	Productify	ShareSystem / Partners ShareSystem / Contract FileSystem / Con TBD	TBD	Course specification	Own BC	Daniel Danielsson	Blue stream	Green Stream	Blue stream	Objective 3	Production		
Grid Guidebook	6	Course design	Course design	In this capability, UniBiz has outsourc...	Partner BC	Productify	E-learning / Guides PowerPoint / NA FileSystem / Course ShareS	Course specification	Cours	Customised request	Own BC	Daniel Danielsson	Blue stream	Green Stream	Blue stream	Production		
Form 2	7	Content production	Content production	In Content production and Marketing, ...	Own BC	Productify	Marketing & Sal PowerPoint / NA ShareSystem / NA AdminWeb / Course	Course info	Saleable cours	Course cost	Course specifi	Tobias Olsson	Blue stream	Pink project	Objective 1	Objective 2		
	8	Price calculation	Price calculation	Price and cost calculation sets pric...	Own BC	Productify	Finance / Cost Excel / NA	Course cost	Course specification	Tobias Olsson	Tobias Olsson	Green Stream	Blue project	Pricing				
	9	Cost calculation	Cost calculation	Price and cost calculation sets pric...	Own BC	Productify	Finance / Cost Excel / NA	Course cost	Course specification	Tobias Olsson	Tobias Olsson	Blue stream	Blue stream	Blue stream	Objective 3	Pricing		
	10	Marketing	Marketing	In Content production and Marketing, ...	Own BC	Productify	Marketing & Sal Excel / NA FileSystem / Contract	Planned marketing activiti	Course info	Course specific	Thomas Thompson	Blue stream	Blue stream	Blue stream	Objective 3	Marketing & Sales		
	11	Campaign and Sales Manage...	Campaign and Sales Management	Campaign and Sales, Loyalty program...	Own BC	Marketing & Sales	Email Client / NA Yield-e / My pages	FileSystem / Course	Course	Customised request	TBD	Planned marketing activiti	Thomas Thompson	Green Stream	Blue project	Objective 3	Marketing & Sales	
	12	Loyalty program	Loyalty program	Campaign and Sales, Loyalty program...	Own BC	Marketing & Sales	Membershiplist / NA					Thomas Thompson	Thomas Thompson	Thomas Thompson	Thomas Thompson	Marketing & Sales		
	13	Customer management	Customer management	Campaign and Sales, Loyalty program...	Own BC	Marketing & Sales	ClientWeb / NA					Thomas Thompson	Thomas Thompson	Thomas Thompson	Thomas Thompson	Marketing & Sales		
	14	Search and find	Search and find	Search for, Find and Book courses Th...	Own BC	Marketing & Sales	Google / AdWords	Search	TBD	Thomas Thompson	Thomas Thompson	Blue stream	Green Stream	Pink project, Blue project	Objective 3	Marketing & Sales		
	15	Large orders	Large orders	Search for, Find and Book courses Th...	Own BC	Marketing & Sales		TBD	TBD	Johan Johansson, Pat Pat...	Johan Johansson, Pat Pat...	Green Stream	Green Stream	Booking				
	16	Digital booking	Digital booking	Search for, Find and Book courses Th...	Own BC	Marketing & Sales	AdminWeb / Course	TBD	TBD	Johan Johansson, Pat Pat...	Johan Johansson, Pat Pat...	Blue stream	Blue stream	Booking				
	17	Store booking	Store booking	Search for, Find and Book courses Th...	Own BC	Marketing & Sales	AdminWeb / Course			Order confirmation	Johan Johansson, Pat Pat...	Johan Johansson, Pat Pat...	Blue stream	Blue stream	Booking			
	18	Manage capacity	Manage capacity	Manage capacity and Yield optimisati...	Own BC	Marketing & Sales	Courses / Inventory			Search	Johan Johansson, Pat Pat...	Johan Johansson, Pat Pat...	Blue stream	Blue stream	Booking			
	19	Yield optimization	Yield optimization	Manage capacity and Yield optimisati...	Own BC	Marketing & Sales	Yield-e / My pages				Johan Johansson, Pat Pat...	Johan Johansson, Pat Pat...	Blue stream	Blue stream	Booking			
	20	Reservation management	Reservation management	Reservation management This capabi...	Own BC	Marketing & Sales	CourseWeb / MGMT			Order confirmation	Johan Johansson, Pat Pat...	Johan Johansson, Pat Pat...	Blue stream	Blue project	Objective 2	Booking		
	21	Payments	Payments	Payments and Accounts receivable Cu...	Own BC	Marketing & Sales	Home page / Course Page	Students per course	TBD	Payments made	TBD	TBD	Johan Johansson, Pat Pat...	Blue stream	Green Stream	Blue project	Objective 1	Objective 2
	22	Social media (pre course)	Social media (pre course)	This capability manages the non cour...	Own BC	Marketing & Sales	LinkedIn / Course1 Facebook / Course1					Carl Carlson, Dan Hope	Carl Carlson, Dan Hope	Pink project	Objective 3	Customer service		
	23	Pre course student support	Pre course student support	This capability makes preparations fo...	Own BC	Marketing & Sales	Deliver (CourseWeb / Course AdminWeb / Course Calandar / Courses	TBD	Students per course	Students per course	Carl Carlson, Dan Hope	Carl Carlson, Dan Hope	Green Stream	Pink project	Objective 3	Customer service		
	24	Accounts receivable	Accounts receivable	Payments and Accounts receivable Cu...	Own BC	Marketing & Sales	Payment Prov / CoursePage Visma / Accpayable	Payments made	TBD	TBD	Johan Johansson, Pat Pat...	Johan Johansson, Pat Pat...	Blue stream	Blue project	Objective 2	Booking		
	25	Customer service	Customer service	This capability receives customers' qu...	Own BC	Marketing & Sales	Deliver (AdminWeb / Course CourseWeb / Course	TBD	TBD	Carl Carlson, Dan Hope	Carl Carlson, Dan Hope	Blue stream	Blue stream	Customer service				
	26	Social media (during course)	Social media (during course)	This capability manages information t...	Own BC	Deliver Course	LinkedIn / Course1				Carl Carlson, Dan Hope	Carl Carlson, Dan Hope	Green Stream	Pink project	Customer service			
	27	Course administration	Course administration	This capability is responsible for the...	Own BC	Deliver Course	CourseWeb / Course PowerPoint / Course AdminWeb / Course			TBD	Anna Andersson	Anna Andersson	Blue stream	Green Stream	Objective 3	Course support		
	28	Teacher support	Teacher support	Teacher and Student support In these...	Own BC	Deliver Course	CourseWeb / Course				Anna Andersson	Anna Andersson	Blue stream	Blue stream	Course support			
	29	Student support	Student support	Teacher and Student support In these...	Own BC	Deliver Course	AdminWeb / Course WebEval / NA	TBD			Anna Andersson	Anna Andersson	Green Stream	Green Stream	Objective 3	Course support		
	30	Course lesson delivery	Course lesson delivery	This capability carries out the course L...	Partner BC	Deliver Course	CourseWeb / Course PowerPoint / Course				Anna Andersson	Anna Andersson	Green Stream	Green Stream	Objective 2	Course support		
	31	Evaluation management	Evaluation management	Students can evaluate their experien...	Own BC	Follow up	LinkedIn / NA Facebook / NA Excel / NA WebEval / NA		TBD		Per Person	Per Person	Blue stream	Blue stream	Objective 1	Evaluation		
	32	Sales analysis	Sales analysis	This capability carries out follow up of...	Own BC	Follow up	Quickview / NA Excel / NA		TBD		Per Person	Per Person	Green Stream	Green Stream	Objective 1	Objective 2	Evaluation	
	33	Social media (post course)	Social media (post course)	This capability manages messages to ...	Own BC	Follow up	LinkedIn / Course1				Per Person	Per Person	Blue stream	Pink project	Evaluation			
	34	Invoice management	Invoice management	Invoice management, Supplier invoice...	Own BC	Follow up	Excel / NA Digi Invoice / NA		TBD	TBD	TBD	TBD	TBD	TBD	Objective 2	Finance		
	35	Accounting	Accounting	Financial reporting and Accounting Th...	Own BC	Follow up	Visma / Business		TBD	TBD	TBD	TBD	TBD	TBD	New IT	Objective 1	Finance	
	36	Financial reporting	Financial reporting	Financial reporting and Accounting Th...	Own BC	Follow up	Excel / NA Finance / Follow up		TBD	TBD	TBD	TBD	TBD	TBD	Blue stream	Blue project	Objective 1	
	37	HR and recruitment	HR and recruitment	This capability offers services related...	Own BC	Follow up	Calandar / Courses				TBD	TBD	TBD	TBD	TBD	Objective 1	Finance	
	38	Internal communication	Internal communication	This capability handles the company's...	Own BC	Follow up	Mail / NA Chat / NA				TBD	TBD	TBD	TBD	TBD	Objective 1	Finance	
	39	Supplier invoice	Supplier invoice	Invoice management, Supplier invoice...	Own BC	Follow up	Visma / AccRec				TBD	TBD	TBD	TBD	TBD	Finance		
	40	Supplier cost management	Supplier cost management	Invoice management, Supplier invoice...	Own BC	Follow up					TBD	TBD	TBD	TBD	TBD	Finance		
	41	Complaint management	Complaint management	This capability handles complaints fro...	Own BC	Follow up					TBD	TBD	TBD	TBD	TBD	Finance		
	42	Analysis and follow up	Analysis and follow up	Analysis & Follow Up and Business Int...	Own BC	Follow up	Strategy	Google / AdWords Excel / NA WebEval / NA			Cecil Hope, Terry Tray	Cecil Hope, Terry Tray	Blue stream	Blue stream	Strategy			
	43	Business intelligence	Business intelligence	Analysis & Follow Up and Business Int...	Own BC	Follow up	Strategy	Google / AdWords Excel / NA			Cecil Hope, Terry Tray	Cecil Hope, Terry Tray	Blue stream	Blue stream	Strategy			

Hub

Search...

Plan
In progress

Productify
Done

Marketing & Sales
Done

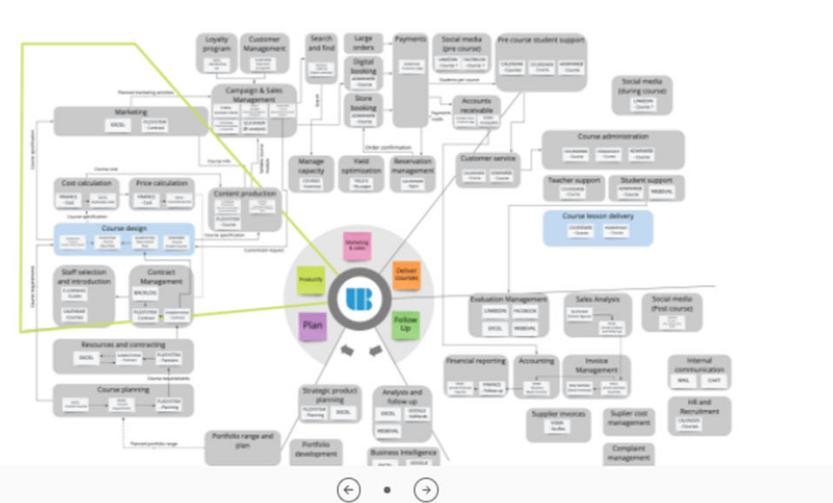
Deliver Course
Done

Follow up
Done

Strategy
Done

Productify

Picture



Description of Hub

In this sector UniBiz and its partners design our courses. The contracts with our partners are also managed here.

Hub order in overall Value Flow

2

Mapping status

Done

Business Capabilities

Staff selection and introduction

BUSINESS CAPABILITY... DESCRIPTION OF BC
Staff selection and i... This capability selects teachers...

Contract management

BUSINESS CAPABILITY... DESCRIPTION OF BC
Contract managem... This capability administrates th...

Course design

BUSINESS CAPABILITY... DESCRIPTION OF BC
Course design In this capability, UniBiz has ou...

Content production

BUSINESS CAPABILITY... DESCRIPTION OF BC
Content production In Content production and Mar...

Price calculation

BUSINESS CAPABILITY... DESCRIPTION OF BC
Price calculation Price and cost calculation sets ...

Cost calculation

BUSINESS CAPABILITY... DESCRIPTION OF BC
Cost calculation Price and cost calculation sets ...

Process 1 (from Business Capabilities)

Create course module

NOTES STATUS
Done

Business Capabilities

Search...

Course planner
Course planning
Own BC

Customer Management
Customer management
Own BC

Customer service
Customer service
Own BC

Digital booking
ADMINWEB - Course
Own BC

Evaluation management
Evaluation management
Own BC

Financial reporting
Financial reporting
Own BC

HR and recruitment
HR and recruitment
Own BC

Internal communication
Internal communication
Own BC

Invoice management
Invoice management
Own BC

Digital booking

Digital booking

ADMINWEB - Course

Description of BC

Search for, Find and Book courses

These capabilities ensure that it is easy for the customer to search for, find and book courses, and support and guide the customer through these steps.

The customer can book in 3 ways: in a physical shop, online and via large customer booking.

Type of BC

Own BC

Status

-

Comments

You have 2 weeks of revision history.

Upgrade to extend your history!

You commented

We need to handle partner booking systems.

Comment

Hub

Marketing & Sales

HUB ORDER IN OVERVIEW BUSINESS CAPABILITIES
3 Marketing Campaign and Sales

Organisation

Booking

NOTES	MANAGER	CONTACTS
Info about the departments	Pat Patersen	Johan Johan

Information Input

TBD
TYPE OF TRANSFER Automatically TO BC Search and

Information Output

TBD
TYPE OF TRANSFER Automatically TO BC Payments

Process 1

Create new client

NOTES	STATUS
	Done

Value Stream

Blue stream

NOTES	CAPABILITIES	LIFE CYCLE
Description of our new VS - n...	Portfolio range and p	Introduc...

Task test

-

Map overlays / Capabilities

Blue stream - Digital booking

Hub

Search...

Plan

In progress

Productify

Done

Marketing & Sales

Done

Deliver Course

Done

Follow up

Done

Strategy

Done

Productify

Content production ▾
Record from Business Capabilities

NAME

Content production

BUSINESS CAPABILITIES

Content production

DESCRIPTION OF BC ⓘ

In Content production and Marketing, UniBiz produces information about the courses so that they can be marketed optimally.

Some of this work is done before, some after, the course is released.

TYPE OF BC

Own BC

HUB

Productify

HUB ORDER IN OVERVIEW BUSINESS CAPABILITIES

2

Staff selection and introduction



+ Link to a record from Hub

APPLICATIONS

PowerPoint / PPT

ACTIVITY

You have 2 weeks of revision history.

Upgrade to extend your history!

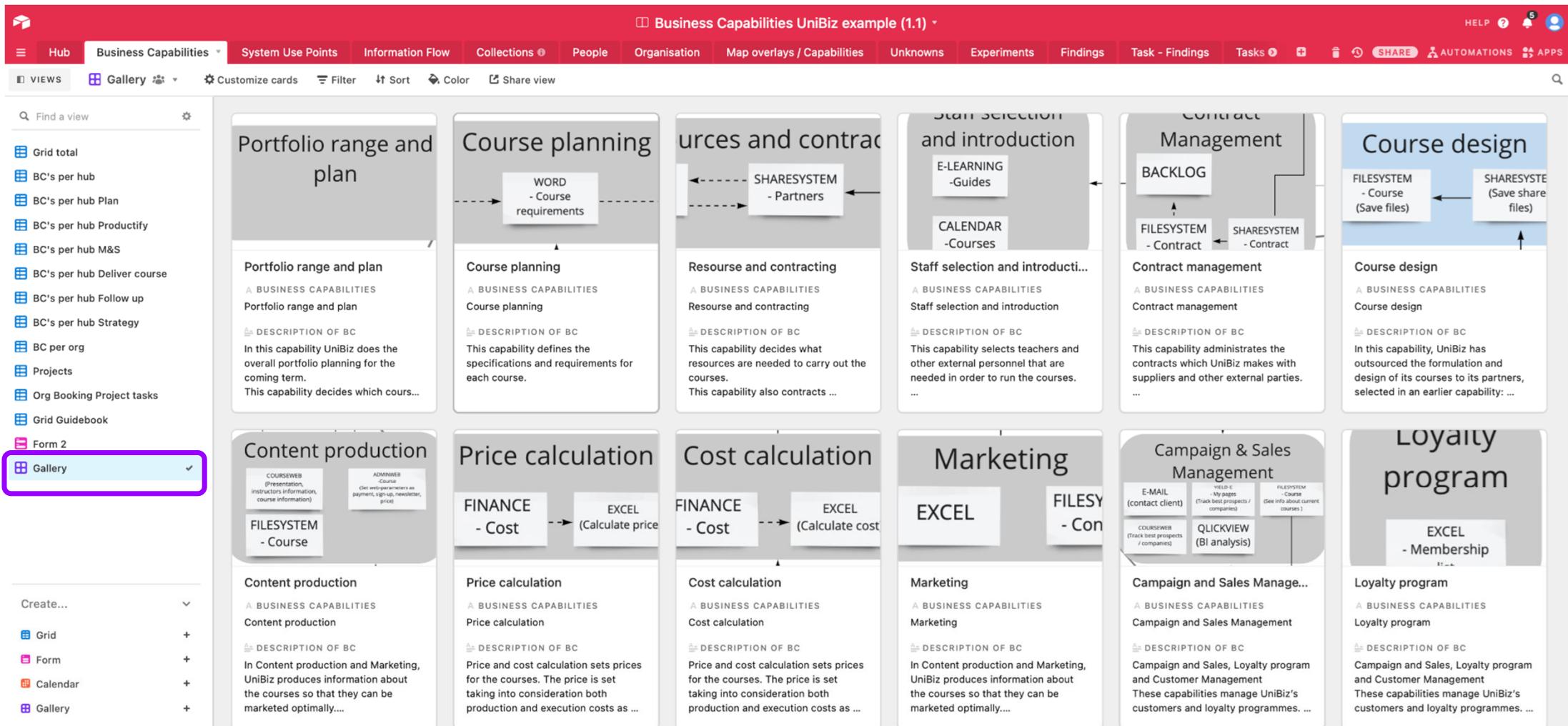
You edited this record

20m

PROCESS 1

Create course module

Comment



Om Airtable – bra videos att titta på för att lära sig grunderna

Airtable tutorials for beginners by Gareth Pronovost:

youtube.com/playlist?list=PLB_a5YimSFP2o9_BdJbvSyfzoBKts87hs

Gareth Pronovost:

garethpronovost.com

UniBiz Milky Way Guidebook

This is an introductory guidebook to complement our Milky Way map – our map of our enterprise. This guidebook is primarily aimed at new employees, consultants and partners, to provide insights into how UniBiz conducts its business. It also provides an introduction to the basics concepts of The Milky Way, which is the enterprise model used throughout UniBiz to help us understand and optimise our company.

Type here to search

Name of sector

- Plan
- Productify
- Marketing & Sales
- Deliver Course
- Follow up
- Strategy

Plan



In this sector the next term's course portfolio is planned. The determination of resources needed and the contracting of course production also take place here.

Productify



In this sector UniBiz and its partners design our courses. The contracts with our partners are also managed here.

Marketing & Sales



In this sector UniBiz carries out its marketing and sales. Preparation for the execution of the courses is also carried out here.

Deliver Course



In this sector UniBiz ensures the course is delivered, the students get the support and supervision they expect, and that course is correctly run.

Follow up



In this sector lies the responsibility for central follow up of the whole value flow. It covers everything from course popularity to student satisfaction with the course, the experience of the teacher and their

UniBiz Milky Way Guidebook

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Type here to search

Name of sector

- Plan
- Productify
- Marketing & Sales
- Deliver Course
- Follow up
- Strategy

Name of sector

- Plan
- Productify
- Marketing & Sales
- Deliver Course
- Follow up
- Strategy

Plan



In this sector the next term's course portfolio is planned. The determination of resources needed and the contracting of course production also take place here.

Details

Contains the following Business Capabilities

Portfolio range and plan, Course planning, Resource and contracting

Productify



In this sector UniBiz and its partners design our courses. The contracts with our partners are also managed here.

Marketing & Sales



In this sector UniBiz carries out its marketing and sales. Preparation for the execution of the courses is also carried out here.

Deliver Course



In this sector UniBiz ensures the course is delivered, the students get the support and supervision they expect, and that course is correctly run.

HUB Test

- Plan
- Productify
- Marketing & Sales
- Deliver Course
- Follow up
- Strategy

Type here to search

TYPE OF BC

- TYPE OF BC

HUB

- HUB

Course planning

This capability defines the specifications and requirements for each course.

Portfolio range and plan

In this capability UniBiz does the overall portfolio planning for the coming term. This capability decides which courses shall be offered, the number of students per course, the mix between different types of courses and where they shall be held. The plan made here is originally general but is updated regularly so that, as far as possible, it always represents reality.

Resource and contracting

This capability decides what resources are needed to carry out the courses. This capability also contracts suppliers who will later design new as well as deliver existing and new courses.

Type here to search

TYPE OF BC

Own BC

Partner BC

Customer BC

HUB

Plan

Accounting

Accounting

Own BC

Financial reporting and Accounting
These capabilities carry out the financial reporting and accounting that UniBiz needs.

Details

MANAGER

Tobias Olsson

PROJECTS

New IT

STATUS

New

TYPE OF BC

Own BC

Partner BC

Customer BC

HUB

Plan

**Accounting**

Financial reporting and Accounting
These capabilities carry out the financial reporting and accounting that UniBiz needs.

Edit record

Business Capabilities

Accounting

Description of BC

Financial reporting and Accounting
These capabilities carry out the financial reporting and accounting that UniBiz needs.

Type of BC

Own BC

Hub

Follow up

Applications

Visma / Business

Information Output

TBD

Information Input

TBD

TBD

Value Stream

Blue stream

Projects

New IT

KPI

Objective 1

Organisation

Finance

Cancel

Save

Workplace Services

eStudio

Pocket
Mobil

ProNestor

ProNestor
Velux

Smart-
Move

Spectra

Virtuaalip
oke

Visitor &
Varian

Pythagoras

Click 4
Catering

Customer

Property Services

Jetas

M-solution
mobility

Microstation
GEO
Outlook

Vitec
Energy
mgmt

AutoCAD

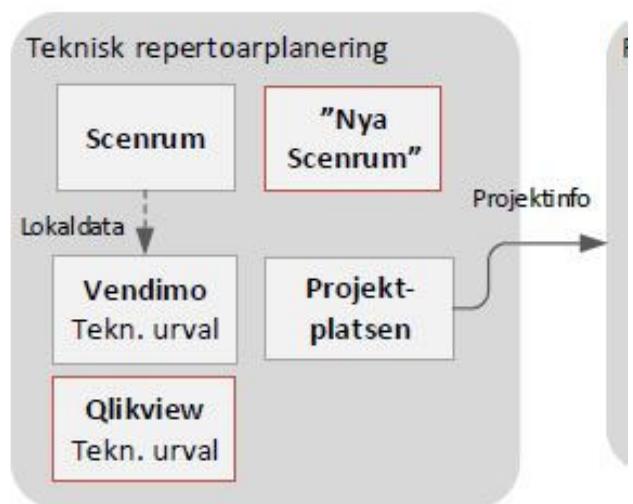
Facility-
Info

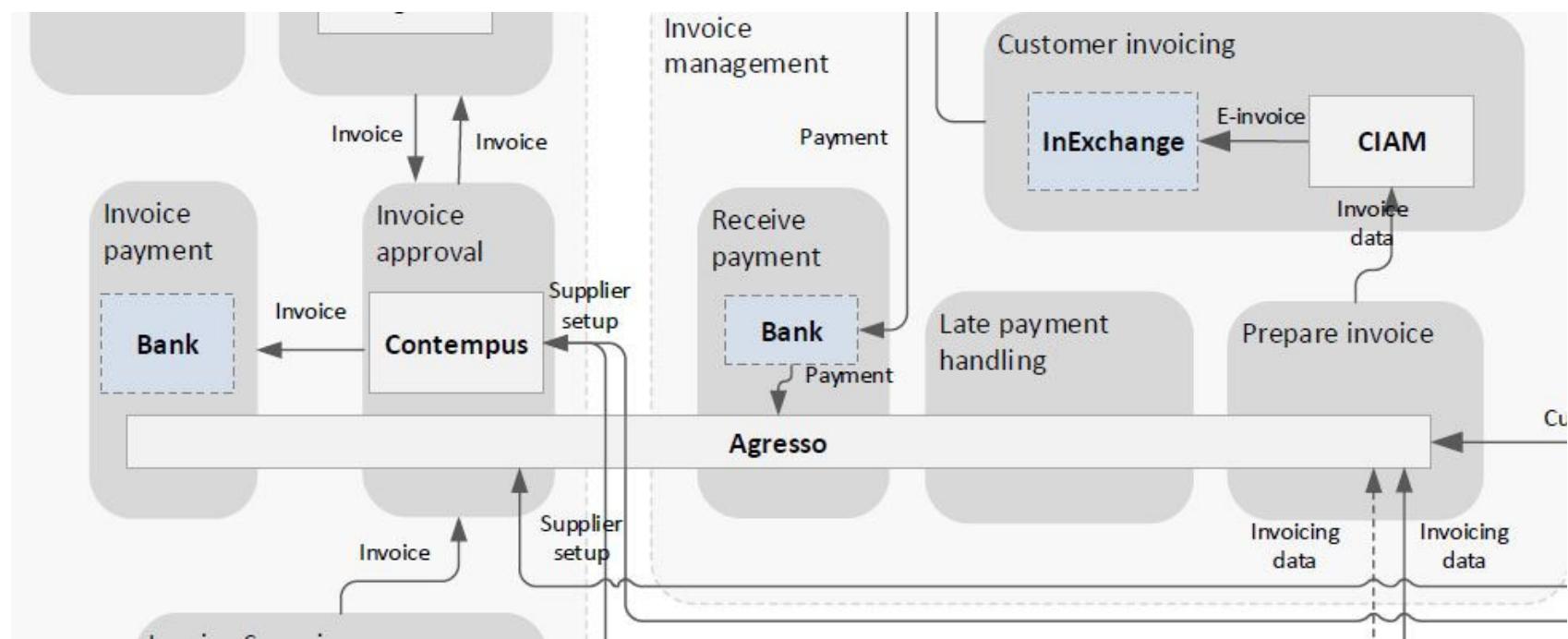
Arcksystem
AutoCAD

Metria

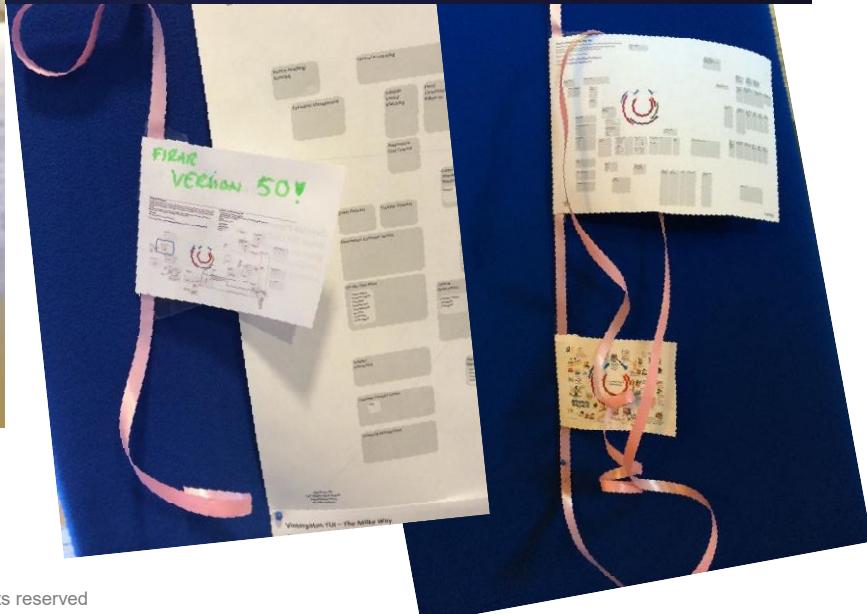
FDVWeb

Dalux





Skyltfönster



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Väggen



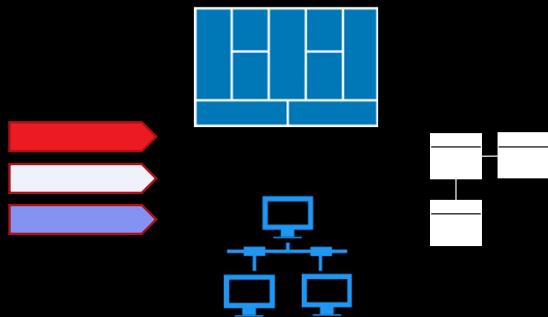
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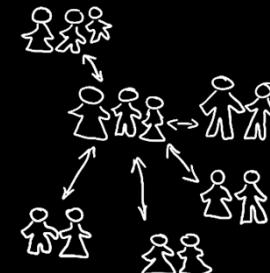
Våra rekommendationer
på glasväggen

Vad är viktigt att förstå och underlätta?

Det vi kommer ifrån...



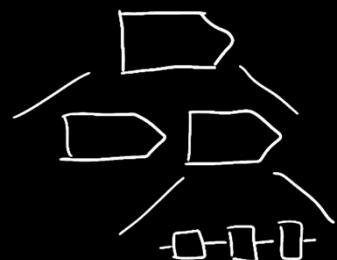
Ramverk & Leverabler



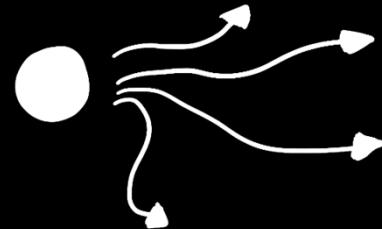
Kommunikation,
lärande & samverkan



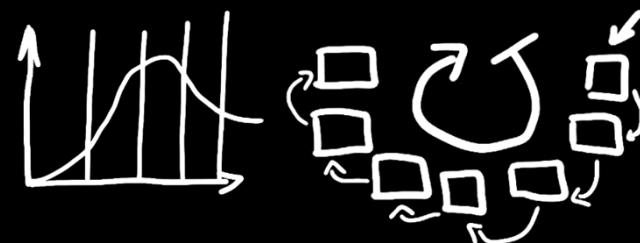
Från As-Is
till To-Be



Spårbarhet



Flera alternativ –
Scenarios



Stödja och utveckla
Produktlivscykeln &
Value Flow

Övning

Utmaningar som ni ser att Vintergatan kan hjälpa er att lösa



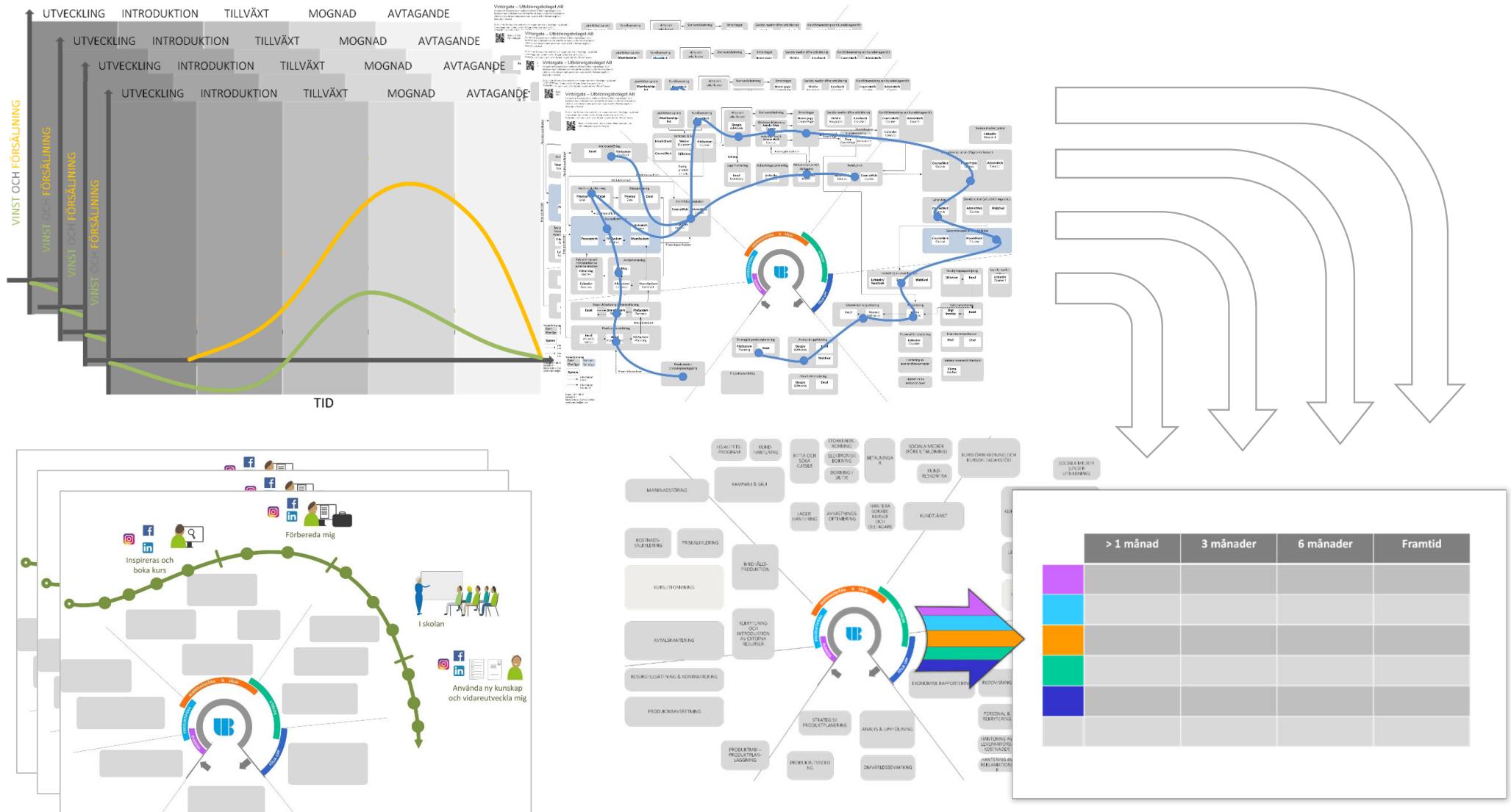
Översikt – övning

- Vilka frågeställningar är viktigast för er just nu att reda ut? För vem?



Övning

Storytelling! "Väggen" – Vad vill du förmedla?



Översikt – övning

- Välj vad du vill visa
- Välj vilken/vilka målgrupper
- Vilken frågeställning?

Hur visa detta – typer av analyser?

Visa det du vill med hjälp av "Väggen" och de översikter du behöver.

Verktygslådan – (Vintergataboken – del 3)

- Kund- och leverantörsresor
- Heatmaps
- Värdeströmmar/Produkter/Tjänster
- Livscykler
- Projekt/Förändringsinitiativ
- Tiden
- Roadmaps
- Organisation
- Uppföljning
- Budgetar
- Strategiska inriktningar
- Sammanslagningar/Outsourcing
- Guideböcker

Väggen



Väggen



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Summering efter övning

Efter storytelling

Mer att tänka på...

- Var ska väggen finnas?
- Hur ofta materialet behöver uppdateras och av vem?
- Vad går hem och vad funkar inte – lärdomar?
- Vad som är intressant ändrar sig med tiden...

Guidebok – Hemläxa

- Fundera över vilka typer av guideböcker som kan vara av intresse
 - Introduktion till nyanställda/konsulter?
 - Introduktion/ löpande uppdatering av ett specifikt projekt?
 - Förklaring av strategisk inriktning?
 - Eller något helt annat...
- Vilken typ ”mäktar ni med” att hålla?
Kan ni få hjälp av t ex kommunikationsavdelning att formulera den/dem?
- Påbörja en guidebok om er verksamhet.

Handlingsplan framåt

Hur ska ni arbeta vidare med er Vintergata?

- Vill ni arbeta vidare på detta sätt?
- Vad är nästa steg?
 - Skriv ner förslag på plan om vad som ni ser är nästa steg
- Annat som behöver finnas på plats:
 - Behöver ni få godkännande från något håll?
 - Behöver ni få en budget, eller ryms det inom ert vanliga arbete?
 - Behöver ni etablera något nytt forum, eller finns befintliga som detta kan inkorporeras i?
 - Mentorskap – hur ofta?

Repetition – Hur få det att hända!?

Hur gör vi?

Att tänka på vid första framtagandet av Vintergatan

- Hitta kundresan.
- Hitta de övergripande stegen.
- Vad görs? – Förmågekandidater.
- Ankra i IT-system och applikationer samt integrationer mellan dessa.
- Följ en värdeström – hoppa INTE runt – Vem lämnar du över till?
- Lång dialog och gemensamt lärande med hela verksamheten – dela med dig av modellen.
- Skriv förklarande texter till modellen i sig, så materialet kanstå för sig själv.
- Perspektiv på Vintergatan (geografi, storlek på kund, marknad, produkt) – prova dig fram.
 - Ta det som är viktigast just nu.

Skapa en
tillräckligt bra
grund för att se
var vi är och vad
vi förändrar

NULÄGE



GAP



Översätt den
strategiska
riktningen och det
viktigaste
utmaningarna för
att lyckas till **VISION OCH MÅL**

Vintergatan

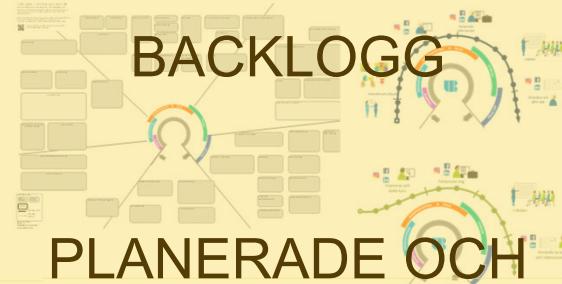


**PÅGÅENDE
FÖRÄNDRINGAR**

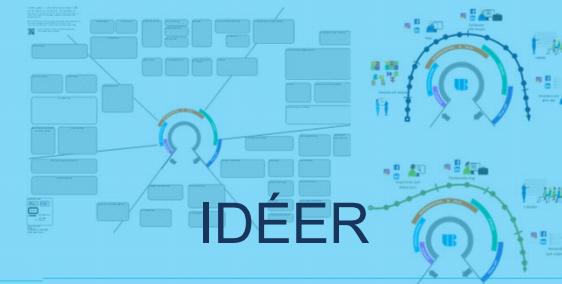


BACKLOGG

**PLANERADE OCH
FORMULERADE
FÖRÄNDRINGAR**



IDÉER



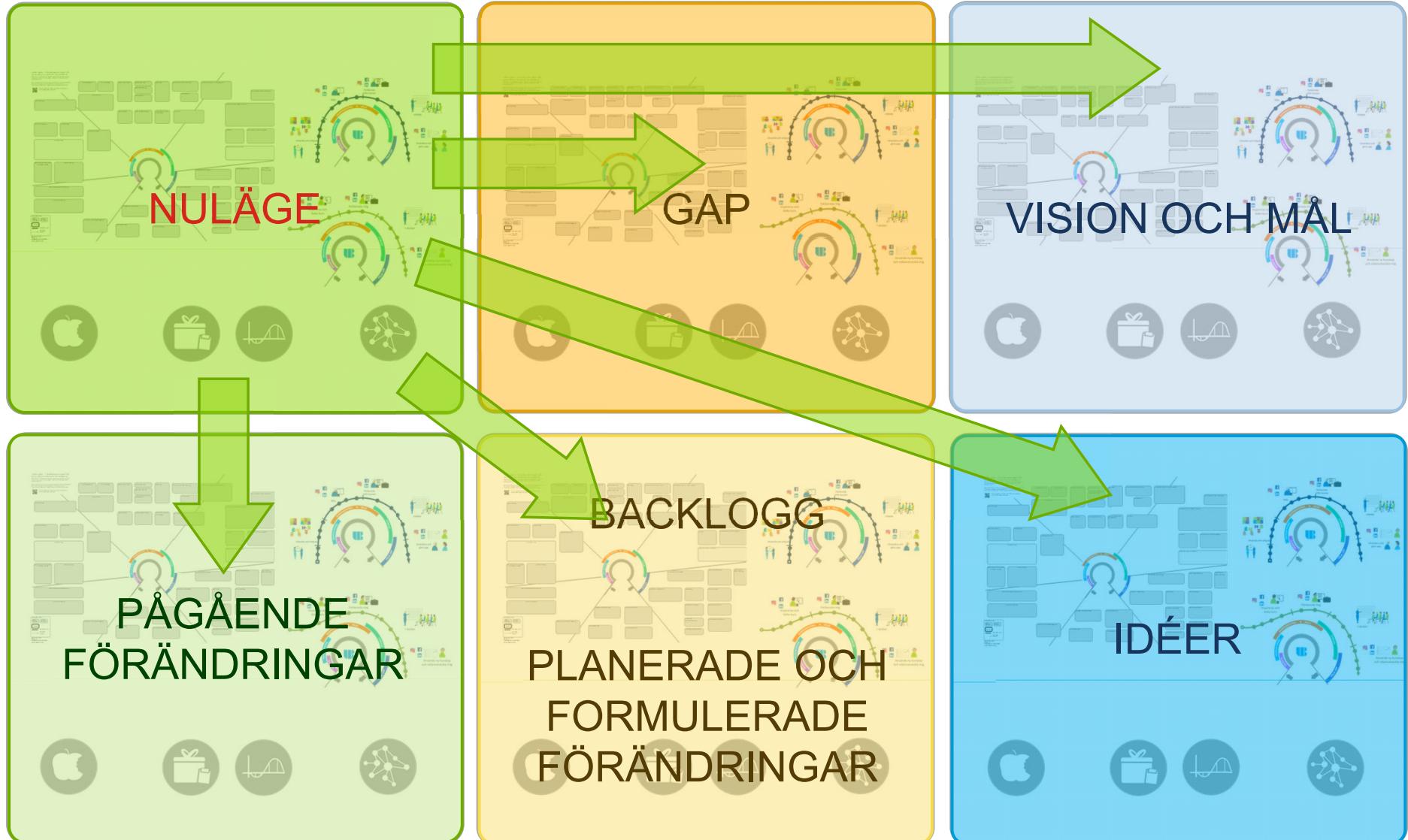
Använd gemensamma kartor, insikter och riktningar som bas för
analyser, diskussioner, prioriteringar och beslut

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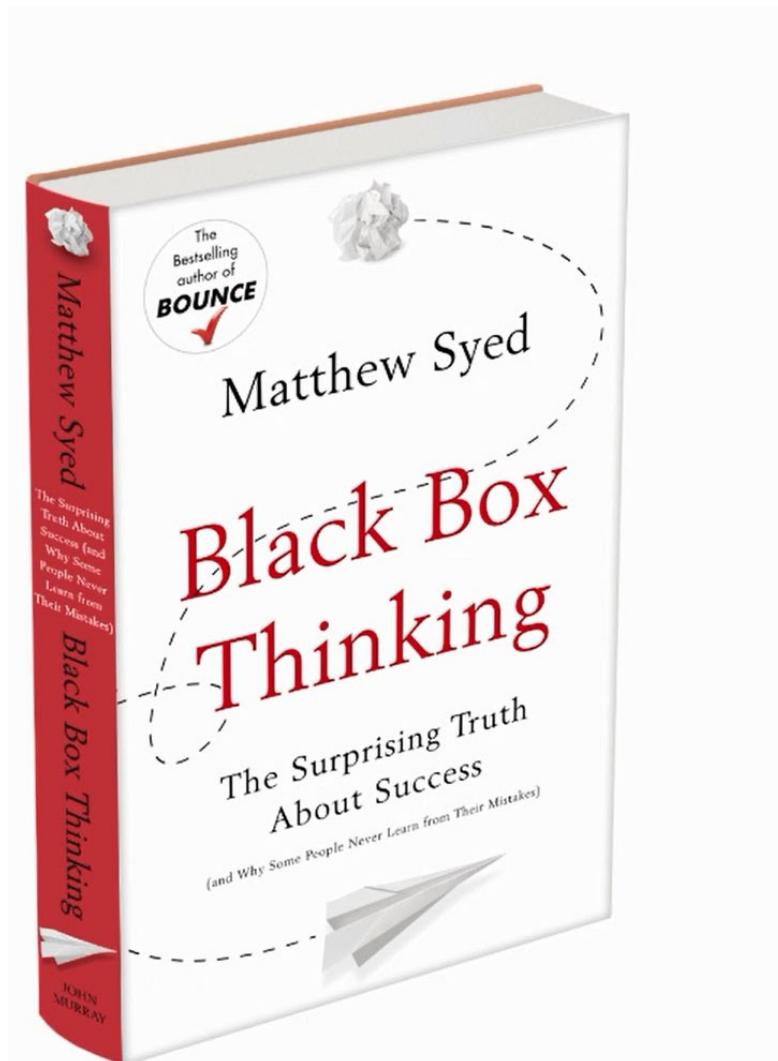


10 000 timmar!

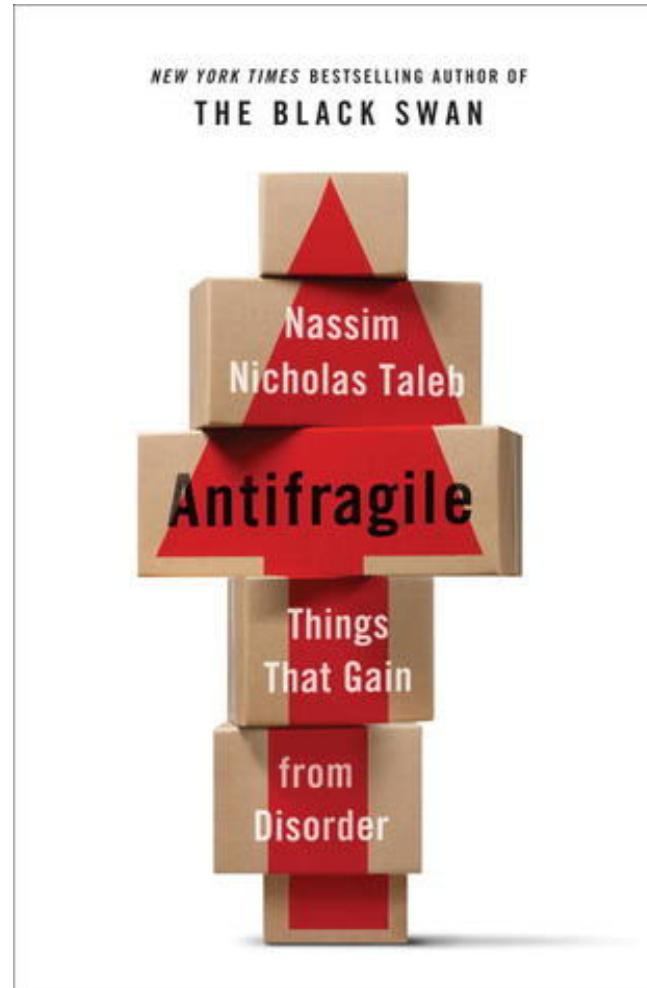




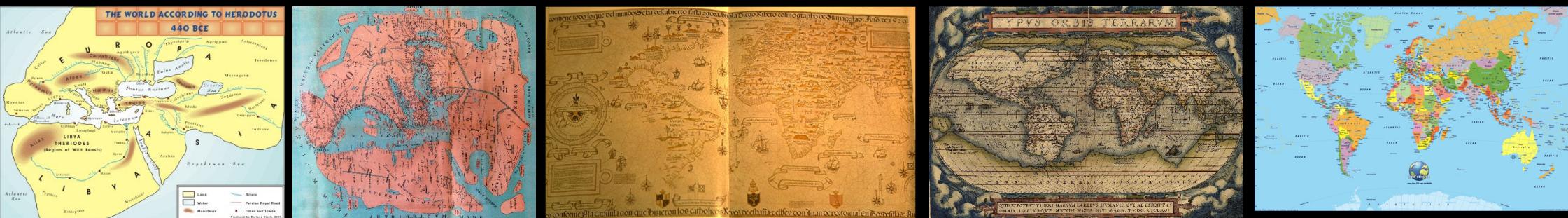
**Mer om feedback &
evolutionärt tänkande**



**Mer om robusthet,
feedback &
evolutionärt tänkande**



Vår världsbild växte fram...



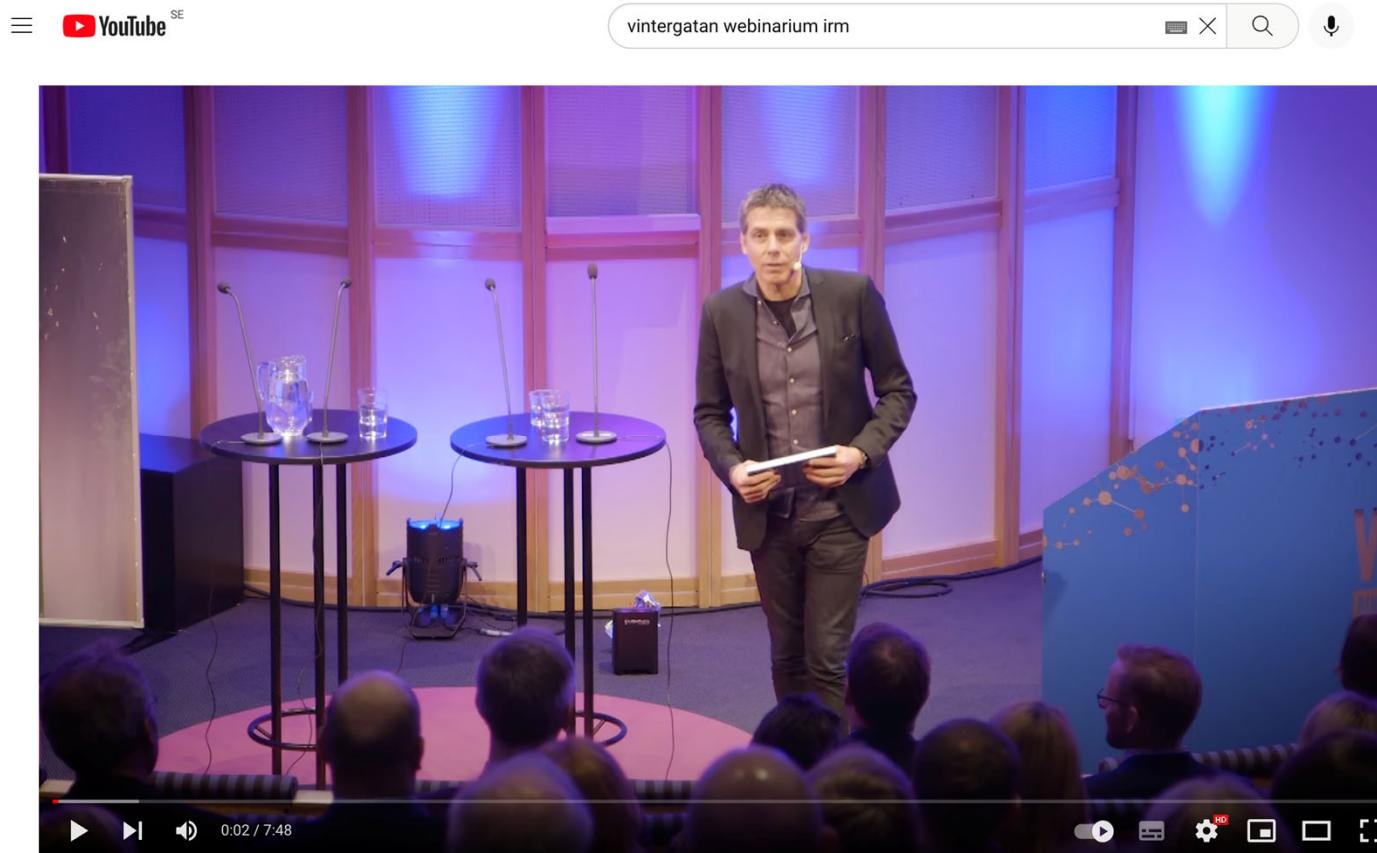
Bli ALDRIG kär i dina modeller eller planer

Detta är vår senaste missuppfattning
av vad vi håller på med.

Hjälp oss göra den bättre!

Mer om Vintergatan...

Mikael Tornving förklarar Vintergatan



<https://www.youtube.com/watch?v=nWw3MSsVdn8>

Articles

All related to The Milky Way. The method, lessons learned, storytelling, Milky Way Tool and other things we have explored.

Type here to search



Picking the Right Tools for the Job

Picking the Right Tools for your enterprise map: Prioritize ease of use and collaboration for business success. T...

Published
2023-05-09

[Read more](#)

How much standard is your standard service?

Something we encounter a lot is the increased complexity created by well-meaning intentions of wanting to meet all th...

Published
2022-10-08

[Read more](#)

Do we get the intended benefits from our merger?

When planning a merger between two companies, we tend to do a lot of due diligence work. Anything from financial figu...

Published
2022-09-24

[Read more](#)



Assess your initiative in 15 minutes!

How often do you need to do a pre-study before deciding on anything? That is time-consuming and not the right way of spending your days. So how can we make faster decisions?

Published
2023-05-09

Business Capability A



Responsibility for different IT-systems

Within a business capability, different IT-systems and applications are used to carry out the work that needs to be d...

Published
2022-10-08

Responsibility for different business capabilities

Reading an organizational chart can be very useful. But when we come to optimizing our different value streams, it is...

Published
2022-09-24

Power your business with a shared map of your enterprise

Map your enterprise, create a common understanding, navigate different aspects and accelerate change.



New Jump Start Course!

[Sign up today!](#)

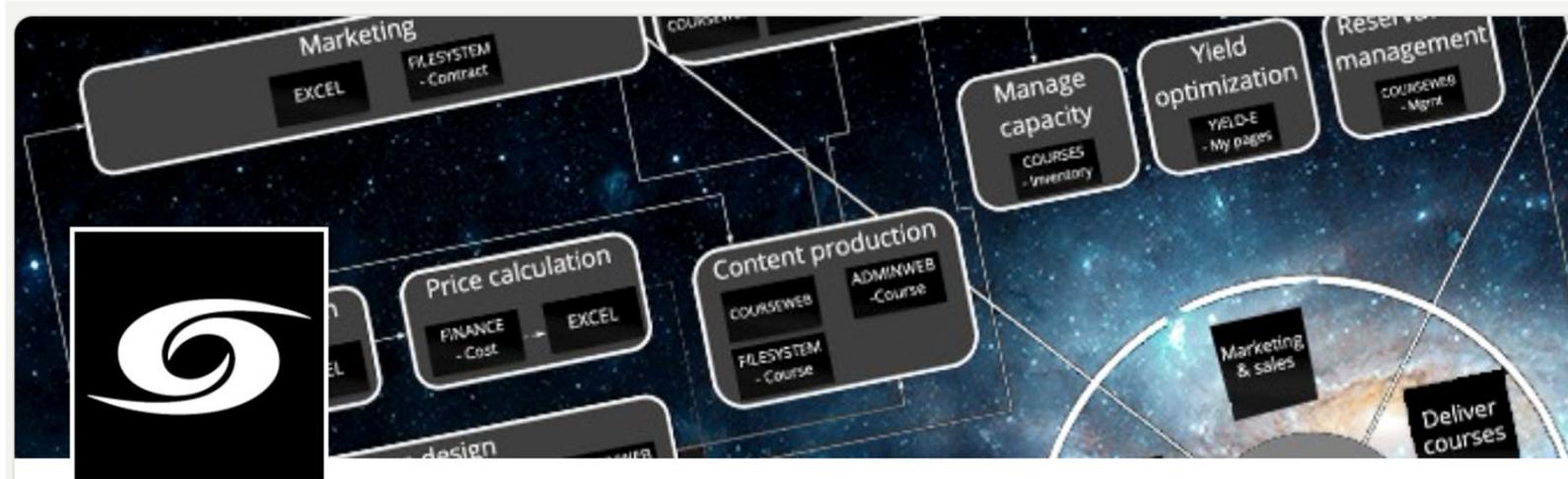
Our latest articles

2022-10-08

How much standard is your standard service?

Something we encounter a lot is the increased complexity created by well-meaning intentions of wanting to meet all the wishes of our clients. But is this really a service we do wanting to fulfil our customers every wish, or is it actually a disservice?

Milky Way International i LinkedIn – info om Milky Way tool



Milky Way International

Map, navigate and accelerate change by exporting the content of your map in Miro to Airtable.

Webinar om Milky Way tool

<https://youtu.be/hWPJwN0Df5s>



Läs mer om Milky Way tool

www.milkyway.international

The screenshot shows the Milky Way International website. At the top, there is a black header bar with the 'MILKY WAY INTERNATIONAL' logo on the left and navigation links for 'MY PRODUCTS', 'Book', 'Tool', 'Training ▾', 'Consultancy', 'About', and a user icon on the right. Below the header, the main content area has a light blue background. In the center, the title 'The Milky Way Toolkit' is displayed in a large, bold, dark font. Below the title, two lines of text read: 'Ready to fully unlock the potential of your Milky Way map?' and 'The Milky Way toolkit will help you organize your overlays and export data to Airtable.'.

If you have started working with The Milky Way, and want to really reap the benefits of what the map can do for your enterprise, you now have a great tool that can help you work with storytelling via turning on and off layers as well as exporting your data, and really start to accelerate change.

The benefit of using Miro to create your map is that you have a real collaborative white board that anyone can access and really democratize architecture, the understanding of your enterprise and help improve our enterprise. Now we can help you continue on the work of really making it possible to create the changes you planned to do by exporting your data to e.g., your project teams, so you can track your change initiatives.

Kursmaterialet:

<https://irm.se/kursmaterial-vg-kurs-apr-2024/>

Stort tack för dessa dagar!



Elli Eisenhauer

Elli.eisenhauer@irm.se

[linkedin.com/in/elli-eisenhauer/](https://www.linkedin.com/in/elli-eisenhauer/)



Torbjörn Olsson

torbjorn.olsson@irm.se

[linkedin.com/in/torbjorn-olsson](https://www.linkedin.com/in/torbjorn-olsson)